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Info Source

Sources of Federal Government Information 2006–2007

Volume 1
(A to H)

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Info Source

Sources of Federal Government Information 2006–2007

Volume 1
(A to H)

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Also available on the Info Source Web site at the following address:
www.infosource.gc.ca

This document is available in alternative formats on request.

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Note: This introduction to **Info Source** is in large print to assist persons with visual disabilities.

INTRODUCTION

A. Foreword

Info Source: Sources of Federal Employee Information will make it easier for you to find out about the Government of Canada, its organization and its information holdings. It will help you determine where you should go, write or call to make government enquiries, and is likely to be the first and only step you'll need to take to locate the source of the information you want.

This publication is one of a series of four reference tools to assist you and other members of the public in exercising your rights under two Canadian laws – the *Access to Information Act* and the *Privacy Act*. The **Info Source** publications support the government's policy to explain and promote open and accessible information regarding its activities.

Info Source is comprised of the following publications:

Info Source: Sources of Federal Employee Information:

- provides information about the Government of Canada, its organization and its information holdings;
- helps individuals determine which institution to contact about requesting information formally or informally; and
- provides individuals who are not, and who have never been employees of the federal government, with relevant information to facilitate access to personal information about them held by a federal government institution subject to the *Privacy Act*.

Info Source: Sources of Federal Government Information:

- contains information to help current and former federal government employees to locate personal information held by the government; and
- is intended to help former and current government employees to exercise their rights under the *Privacy Act*.

Info Source: The *Access to Information Act* and *Privacy Act* Bulletin:

- provides statistical information about the number of Access to Information and Privacy requests on an annual basis and cumulative statistics since 1983; and
- contains a summary of federal court cases related to Access to Information and Privacy.

Info Source: Directory of Federal Government Enquiry Points:

- contains addresses and telephone numbers for federal departments and agencies subject to the *Access to Information Act* and/or the *Privacy Act*; and
- other institutions associated with the federal government are included to facilitate access.

Info Source is distributed to libraries, municipal offices and federal government offices across Canada.

It is helpful to understand the basic differences between the *Access to Information Act* and the *Privacy Act*. The information accessible under each *Act* is different and there are different procedures to obtain it. The following pages describe the essential details.

B. Inside Info Source

This **Info Source** publication has three main components:

1) Introduction

The Introduction includes:

- Section A — foreword
- Section B — description of the contents of **Info Source**
- Section C — guidance on how to use **Info Source** effectively
- Section D — summary of the roles and responsibilities of the federal government institutions that are either responsible for the production of **Info Source** or are responsible for the provision of input to the **Info Source** publications
- Section E, F and G — some essential points about the *Access to Information Act* and the *Privacy Act*, and directions on how to locate information by using **Info Source** or by making a formal request under either *Act*

- Section H — contact information to obtain a copy of the **Info Source** publications
- Section I — listing of those institutions for which Access to Information Requests must be accompanied by cheques or money orders made out to the institution itself and not to the Receiver General of Canada; and
- Section J — Glossary of Terms

2) Standard Program Records and Personal Information Banks

Standard Program Records: There is some information that is almost universally collected and maintained by federal institutions in support of common functions and activities, such as Human Resources, Material Management, Corporate Services, etc.

A number of standard program record descriptions have been established by Treasury Board Secretariat and are included in this publication. Institutions may declare one or more of these standard records, rather than develop institution-specific record descriptions.

Standard Personal Information Banks (PIB): Standardized descriptions of personal information have been developed by Treasury Board to describe personal information that may be found in records commonly maintained by federal institutions. These descriptions are included in this publication. Institutions may choose to register and declare one or more of these standard Personal Information Banks rather than develop institution-specific PIBs.

3) Chapters

There is one chapter for each federal government department or agency subject to the *Access to Information Act* and the *Privacy Act*, or to the *Privacy Act* only. Chapters are arranged in alphabetical order by the commonly used name of the institution. Each chapter contains the following: (Please note that institutions that are not subject to the *Access to Information Act* do not have to include these elements. Their reporting requirements are limited to Personal Information Banks.)

General Information about the institution, including:

- Background
- Responsibilities
- Legislation
- Organization

Information Holdings including:

- Program Records
- Standard Program Records
- Personal Information Banks
- Standard Personal Information Banks
- Classes of Personal Information
- Manuals

Additional Information including:

- The name of the institution to which any payment should be made if the institution does not have an account with the Receiver General of Canada
- The address of a central information source, as well as regional locations, if any
- The address(es) of Reading Room(s)

C. Using Info Source effectively

Determine the correct chapter

Turn to the chapter of the department or agency you think has the information, and check the Program Records and the Personal Information Banks.

If you don't know if you have the correct department or agency, a telephone call or letter to any Access to Information and Privacy Coordinator's office should provide the answer.

For persons with disabilities

Individuals who are unable to exercise their rights using regular procedures may obtain further assistance from any Access to Information and Privacy Coordinator's office.

D. Roles and Responsibilities

Treasury Board

In accordance with the *Access to Information Act*, Treasury Board is responsible for the annual creation and dissemination of a publication that provides a description of government organizations, program responsibilities and descriptions of records with sufficient clarity and detail to enable the public to exercise its rights under the *Access to Information Act*.

Treasury Board is also responsible for the annual publication of an index of personal information that will both serve to keep the public information of how the government handles personal information, as well as facilitating the public's ability to exercise its rights under the *Privacy Act*. Treasury Board Secretariat fulfils these requirements through the annual publication of **Info Source**.

Library and Archives Canada (LAC)

Under the *Library and Archives Canada Act*, the Library and Archives Canada is charged with various responsibilities regarding the disposition of information created by federal institutions in support of public policy, administration of government and program delivery. These responsibilities include the authorization of records destruction by government institutions and the preservation of records for their historical or archival importance.

Questions concerning these responsibilities may be addressed to the Information Management Centre of the Library and Archives Canada (LAC) at (819) 934-7519 or by e-mailing imgi@lac-bac.gc.ca.

Individual Institutions

Government institutions are required to provide descriptions of their organization and information holdings to Treasury Board Secretariat on an annual basis. These descriptions are utilized in the production of the publications required by the *Access to Information Act* and *Privacy Act*. Each department and agency is responsible for the information it submits.

Government institutions are also responsible for ensuring that all information/ records are managed within an established life cycle. It is incumbent upon each government institution to understand and apply any legislation regarding the retention of information and more specifically, its own legislation. Each government institution is required to determine the appropriate retention periods for its records, including those common administrative records covered by a MIDA. Accountability regarding the decision to destroy records, once a Records Disposition Authority (RDA) has been established, and the timing of records destruction rests with individual government institutions.

Each federal institution has an Access to Information and Privacy Coordinator or a Privacy Coordinator. The Coordinators' offices are staffed by people whose role it is to answer questions and help identify the records or information you wish to see.

Coordinators may be contacted in person, by telephone, e-mail, letter or through the submission of a completed Access to Information and/or Privacy Request Form.

Information Commissioner

The Information Commissioner investigates formal complaints from members of the public arising from the *Access to Information Act*. If you have a complaint about the denial of access to information, fees charged for access, the time taken to respond to requests, refusal to give access in the official language requested, **Info Source** publications and other matters that relate to requesting or obtaining access to records, you may contact:

Office of the Information Commissioner
Place de Ville, Tower B
112 Kent Street, 22nd Floor
Ottawa, Ontario K1A 1H3

General Enquiries. 613-995-2410
Facsimile 613-947-7294
Toll-free. 1-800-267-0441
TTY. 613-992-9190
Internet . . . . . www.infocom.gc.ca

When the Information Commissioner's investigation is completed, an individual who is of the opinion that they have not been given access to all information which they are entitled to receive has the right to apply to the Federal Court –Trial Division for a review of the matter.

Privacy Commissioner

The Privacy Commissioner is an ombudsman with the power to look into complaints of improper collection, use, storage, disclosure or disposition of personal information. The Privacy Commissioner may also help if you are dissatisfied with the response to your formal application or the time it has taken to obtain your response. If the Privacy Commissioner recommends that you be given access to records and the institution still refuses, an appeal may be made to the Federal Court.

When the Privacy Commissioner's investigation is completed, an individual who is of the opinion that they have not been given access to all of their personal information to which they are entitled, has the right to apply to the Federal Court – Trial Division for a review of the matter.

You may write or call the Privacy Commissioner's office at:

Office of the Privacy Commissioner
Place de Ville, Tower B
112 Kent Street, 3rd Floor
Ottawa, Ontario K1A 1H3

General Enquiries. 613-995-8210
Facsimile 613-947-6850
Toll-free. 1-800-282-1376
TTY. 613-992-9190
Internet . . . . . www.privcom.gc.ca

E. *Access to Information Act*

The *Access to Information Act* gives Canadian citizens as well as people and corporations present in Canada the right to have access to federal government records that are not of a personal nature. The *Act* complements but does not replace other procedures for obtaining government information. It is not intended to limit in any way the access to government information that is normally available to the public upon request.

Wide range of information

You may ask for information, no matter what form it is in, including letters, memos, reports, photographs, films, microfilms and computerized data. This **Info Source** publication has been designed to help you pinpoint the department or agency where the information is held and assists you in obtaining it.

Some information may be exempt or excluded under the *Act*.

Exemptions: Exemptions protect certain types of information that could cause harm if released. For example, some information on national security, law enforcement or trade secrets falls into this category.

Exclusions: The *Access to Information Act* does not apply to public information that is already available, such as publications and material in libraries and museums. It also excludes material such as Cabinet documents.

Note: The *Act* cannot give you access to records that are not controlled by the federal government, such as those maintained by provincial or municipal governments or by private organizations such as commercial banks and credit bureaus. Most provincial governments have legislation similar to the *Access to Information Act*, but may be referred to as a *Freedom of Information Act*.

Consult the provincial government listings in the blue pages of your local telephone book.

F. *Privacy Act*

In its day-to-day operations, federal government departments and agencies collect personal information from almost all Canadians. The *Privacy Act* gives Canadian citizens and people present in Canada the right to have access to information that is held about them by the federal government. It also protects against unauthorized disclosure of that personal information. In addition, it strictly controls how the government will collect, use, store, disclose and dispose of any personal information.

Most information is available when you ask

Most of your personal information is available to you at your request. This **Info Source** publication has been designed to help you pinpoint the department or agency where the information is held and assist you in obtaining it.

Types of personal information held

You probably already know about many of the programs and operations of the government that use personal information such as income tax at Canada Revenue Agency, citizenship at Citizenship and Immigration Canada and the Employment Insurance program at Human Resources and Social Development Canada.

There is personal information that the federal government may not release under the *Privacy Act*. For example, some personal information may relate to individuals other than the person requesting the information, or it may be about sensitive national security matters or law enforcement investigations.

Note: The *Privacy Act* does not control nor give you access to records that are not held by the federal government, such as those maintained by provincial or municipal governments or by private organizations such as commercial banks and credit bureaus. Most provincial governments have legislation similar to the *Privacy Act*. Consult the provincial government listings in the blue pages of your local telephone book.

Some personal information is confidential

The federal government must keep some personal information confidential under the *Privacy Act*, much of which relates to other people, national security or law enforcement.

Safeguarding personal information

The protection of your personal information and privacy is a very important aspect of the *Privacy Act*. The *Act* states how and when the government may collect, store and dispose of personal information. It also covers specifically why and how the information may be used or given out, as well as who may use or receive it.

Giving out information

The government may only disclose your information to someone else with your consent or when one or more of the criteria in the *Privacy Act* are met, such as to comply with a subpoena. Such disclosures are discretionary and are subject to any other Act of Parliament.

Personal Information Banks (PIB)

Personal Information Banks provide a summary of the type of information about individuals that is held by federal departments and agencies. The *Privacy Act* requires that Personal Information Banks include all personal information that is organized and retrievable by a person's name or by an identifying number, symbol or other particular assigned only to that person. Personal Information Banks must also include personal information that has been or is being used, or is available for use for an administrative purpose.

Please see the Glossary of Terms in Section "J" for definitions of the various types of PIBs.

G. How to Apply

Access to Information Act

Once you have decided to make a formal request under the A*ccess to Information Act*, there are certain simple procedures to follow:

- Consult **Info Source** to find the appropriate department or agency.
- Obtain an **Access to Information Request Form** from any location where **Info Source** is available (including the Web Site: www.tbs-sct.gc.ca/tbsf-fsct_e.html).
- If it is not convenient for you to fill in a form, you may send a letter, mentioning the *Act* (see details below).
- Enclose the application fee (see details below).
- Send the form or the letter to the Access to Information Coordinator at the appropriate department or agency.

If you decide to submit a letter, you must state clearly that you are requesting information under the *Access to Information Act*, and include the following:

- Name of the government department or agency you believe has the information you want;
- Description (be as specific as possible) of the records you want to see;
- Preferred method of seeing the records (e.g. do you want to receive photocopies of the original documents or see the originals in the government office where they are located?); your name, street, address, city or town, province or territory, postal code, telephone number(s) and your signature;
- Date of your request; and
- Application fee.

Fees and costs

An application fee of $5 (subject to change) applies and additional costs may be charged for each request. You will be notified in advance if there are additional costs and you may be asked to make a deposit.

Cheques and money orders are payable to the Receiver General of Canada with some exceptions. Please refer to **Section I – Institutions Without Receiver General Accounts** for a list of institutions to which Access to Information Requests must be accompanied by cheques or money orders made out to the institution itself and not to the Receiver General of Canada.

Turnaround time

Government departments must acknowledge your request within 30 days under the *Access to Information Act*. However, in special cases, they may need more time to process your request. If you feel it's taking too long, you may submit a complaint to the Office of the Information Commissioner (**See Section D – Roles and Responsibilities**).

Privacy Act

When you have decided to make a formal request under the *Privacy Act*, there are certain procedures to follow. Remember, you will find what you are looking for faster if you already have a good idea of which department or agency has the information you want.

- Obtain a **Personal Information Request Form** at any location where **Info Source** is available (including the Web Site: www.tbs-sct.gc.ca/tbsf-fsct_e.html).
- Fill out the form and identify yourself in such a way that the government may verify who you are, i.e. that it is you, and not someone else, asking for your information. The more precise the information you provide, the faster your request can be answered.
- Send the form to the Privacy Coordinator of the appropriate department or agency.

There is no charge to apply for information under the *Privacy Act*.

To change the information

If you believe the information that a federal institution has on file about you is untrue or misleading, you may ask to have it corrected. Even if the department or agency does not agree to change this information, it must make a note that you have asked for the change and attach it to the file.

Turnaround time

Under the law, all or most of the information you ask for should be disclosed within 30 days of receiving the request. If a time extension is required, you will be notified within the first 30 days and told why up to another 30 days may be needed.

H. Where to obtain Info Source

For more information about **Info Source**, the *Access to Information Act* or the *Privacy Act*, you may contact:

Treasury Board of Canada Secretariat
L'Esplanade Laurier, East Tower
140 O'Connor Street, 8th Floor
Ottawa, Ontario K1A 0R5

General Enquiries. 613-957-2400
Publications 613-995-2855
Facsimile 613-996-0518
TTY. 613-957-9090
General Library Reference. 613-996-5494
E-mail . . . . . infosource@tbs-sct.gc.ca
Internet . . . . . www.tbs-sct.gc.ca

If you would like a copy of the **Directory of Federal Government Enquiry Points** or the ***Access to Information Act*** and ***Privacy Act*** **Bulletin**, please contact:

Treasury Board Distribution Centre
L'Esplanade Laurier, Level P-1W
300 Laurier Avenue West, Room P-140
Ottawa, Ontario K1A 0R5

Telephone. 613-995-2855
Facsimile 613-996-0518
E-mail . . . . . Services-Distribution@tbs-sct.gc.ca

If you would like to purchase a copy of **Sources of Federal Government Information** or **Sources of Federal Employee Information**, please contact:

Publishing and Depository Services
Public Works and Government Services Canada
Ottawa, Ontario K1A 0S5

E-mail . . . . . publications@pwgsc.gc.ca
Telephone. 613-941-5995
Telephone Toll-free. . . . . 1-800-635-7943 (Canada & US)
Facsimile 613-954-5779
Facsimile Toll-free. . . . . 1-800-565-7757 (Canada & US)
Internet . . . . . http://publications.gc.ca

All four **Info Source** publications are also available free of charge on the Internet at: www.infosource.gc.ca.

Note: *Access to Information Act* and *Privacy Act* requests must be addressed to the appropriate institutions, at the addresses listed in the pages that follow.

I. Institutions without Receiver General Accounts

Access to Information Requests being sent to the following institutions must be accompanied by cheques or money orders made out to the institution itself and not to the Receiver General of Canada:

Atlantic Pilotage Authority Canada

Bank of Canada

Blue Water Bridge Authority

Business Development Bank of Canada

Canada Council for the Arts

Canada Deposit Insurance Corporation

Canada Mortgage and Housing Corporation

Canada Science and Technology Museum Corporation

Canadian Air Transport Security Authority

Canadian Commercial Corporation

Canadian Cultural Property Export Review Board

Canadian Museum of Civilization Corporation

Canadian Polar Commission

Canadian Tourism Commission

Farm Credit Canada

Federal Bridge Corporation Limited

Fraser River Port Authority

International Development Research Centre

Jacques Cartier and Champlain Bridges Incorporated, The

Laurentian Pilotage Authority Canada

Mackenzie Valley Environmental Impact Review Board

Montreal Port Authority

National Capital Commission

North Fraser Port Authority

Office of the Chief Electoral Officer

Old Port of Montreal Corporation Inc.

Port Alberni Port Authority

Prince Rupert Port Authority

Royal Canadian Mint

Saguenay Port Authority

Saint John Port Authority

Seaway International Bridge Corporation, Ltd.

Standards Council of Canada

Toronto Port Authority

Trois-Rivières Port Authority

Vancouver Port Authority

Windsor Port Authority

Yukon Surface Rights Board

J. Glossary of Terms

TERM	DEFINITION
Access to Information and Privacy Coordinator	Each federal government department or agency has an Access to Information and Privacy Coordinator. The Coordinators' offices are staffed by people to answer questions and help identify the records or information you wish to see.
Administrative Purpose	The use of personal information in a decision making process that directly affects the individual(s) to whom the information relates.
Bank (PIB) Number	A unique identifying number created for each Personal Information Bank. This number is assigned by each institution as a finding tool to link the PIB to the records and information maintained in their information management system.
Classes of Personal Information	Personal information not used administratively or not retrievable by personal identifier, for instance unsolicited opinions or general correspondence may be described under "Classes of Personal Information." • This category was created to ensure that government departments and agencies account for all personal information that they hold.
Data Matching	An activity that involves comparing personal data obtained from a variety of sources, including personal information banks, for the purpose of making decisions about the individuals to whom the data pertains.

TERM	DEFINITION
Information Life Cycle	The life cycle of information encompasses the stages of the planning, collection, creation, receipt, and capture of information by an institution. The life cycle includes the organization, retrieval, use, accessibility, dissemination and transmission; storage, maintenance and protection; and disposition and preservation of information.
Manuals	Directives, instructions, guidelines or procedures that are used by the employees of a department or agency to carry out its operations, activities or programs.
Multi-Institutional Disposition Authority (MIDA)	A Records Disposition Authority granted by the Librarian and Archivist of Canada to government institutions on a multi-institutional basis. A MIDA relates to records managed by all or a multiple number of government institutions, and which allows the institutions empowered to use the authority to dispose of records under certain terms and conditions.
Personal Information Bank (PIB)	Personal Information Banks provide a summary of the type of information about individuals that is held by federal departments and agencies. • The *Privacy Act* requires that Personal Information Banks include all personal information that is organized and retrievable by a person's name or by an identifying number, symbol or other particular assigned only to that person. • Personal Information Banks must include personal information that has been or is being used, or is available for use for an administrative purpose.

TERM	DEFINITION
Personal Information Bank – Central Banks	These records and their related PIBs are maintained by central agencies such as the Public Service Commission, Public Works and Government Services Canada, and the Treasury Board of Canada Secretariat. • Central PIBs that describe information about federal employees (current and former) from all or several government institutions and are identified with the unique identifier "PCE." • Central PIBs that describe information about the general public, plus federal employees (current and former) are identified by the unique identifier "PCU."
Personal Information Bank – Particular Banks	Personal Information Banks that describe personal information about members of the general public, plus federal employees (current and former) that is contained in the records of the particular institution. • These PIBs are identified with the unique identifier "PPU."
Personal Information Bank – Employee Particular Banks	PIBs that describe personal information about current and former Government of Canada employees only, and are specific to the requirements of the particular institution. These PIBs are contained the complementary volume to this publication — Info Source: Sources of Federal Employee Information. • These PIBs are identified with the unique identifier "PPE."

TERM	DEFINITION
Personal Information Bank – Standard PIBs	There are a number of Standard Personal Information Banks (Standard Banks) that describe personal information contained in records commonly maintained by most government institutions. Institutions may require one or all of these Standard PIBs. Standard PIBs describe information about such activities as Access to Information and Privacy Requests, Executive Correspondence Management Systems, etc. • Standard PIBs are identified with the unique identifier "PSU."
Personal Information Bank – Standard Employee PIBs	There are a number of Employee Related Standard Personal Information Banks (Standard Employee Banks) that describe personal information contained in records commonly maintained by most government institutions about their employees. Institutions may require one or all of these Standard PIBs. Standard Employee PIBs describe information about such activities as pay and benefits, training and development, performance, etc. • Standard Employee PIBs are identified with the unique identifier "PSE."
Program Records	Descriptions of the records and information created, captured and used by each federal government institution in support of its mandate. Program Records provide pointers to information usually held by federal government departments or agencies in their record keeping system. The Program Record descriptions identify the subject areas covered by an institution's functions, programs and activities.

TERM	DEFINITION
Program Record Number	A unique identifying number created for each Program Record description. • This number is assigned by each institution as a finding tool to access the information contained in their records.
Reading Room	The *Access to Information Act* requires all government institutions to provide facilities where their information and/or manuals can be reviewed. One or more location may be provided by an institution.
Records Disposition Authority (RDA)	The instrument that the Librarian and Archivist of Canada issues to enable government institutions to dispose of records which no longer have operational or other utility. There are three disposition methods – destroying the records (at the discretion of institutions), transferring historical records to the control of the Library and Archives of Canada or the removal of records from the control of the Government of Canada, i.e. transferring them to a Special Operating Agency or other level of government.
Retention and Disposal Standards	A timetable for the length of time institutional information/record is maintained under the control of the institution. These standards also indicate the disposition method to be applied to institutional records when no longer required to meet operational, legal or other requirements, and when the RDA may be applied for final disposition.

TERM	DEFINITION
Standard Program Records	Descriptions of records/information commonly created, collected and used by federal institutions, such as Human Resources, Physical Security, etc. Federal departments and agencies may declare one or all of the Standard Program Records within their chapters instead of developing institution-specific program record descriptions.

Access to Information and Privacy Coordinators

Agriculture and Agri-Food Canada
Peter Gaudet
Access to Information and Privacy Coordinator
930 Carling Avenue, Room 801
Ottawa, Ontario K1A 0C5
Telephone: 613-694-2496
Facsimile: 613-759-6547
gaudetpe@agr.gc.ca

Assisted Human Reproduction Agency of Canada
Ross Hodgins
Access to Information and Privacy Coordinator
1010 Somerset Street West, 1st Floor
Address Locator 2301D
Ottawa, Ontario K1A 0K9
Telephone: 613-946-3179
Facsimile: 613-941-4541
ross_hodgins@hc-sc.gc.ca

Atlantic Canada Opportunities Agency
Claudia Gaudet
Access to Information and Privacy Coordinator
Blue Cross Centre
644 Main Street
P.O. Box 6051
Moncton, New Brunswick E1C 9J8
Telephone: 506-851-3845
Other Telephone: 1-800-561-7862
Facsimile: 506-851-7403
claudia.gaudet@acoa-apeca.gc.ca

Atlantic Pilotage Authority Canada
Peter MacArthur
Access to Information and Privacy Coordinator
Cogswell Tower
2000 Barrington Street, Suite 910
Halifax, Nova Scotia B3J 3K1
Telephone: 902-426-8657
Other Telephone: 902-426-2550
Facsimile: 902-426-4004
pmacarthur@atlanticpilotage.com

Auditor General of Canada
Beth Stewart
Privacy Coordinator
240 Sparks Street
Ottawa, Ontario K1A 0G6
Telephone: 613-995-3708
Facsimile: 613-947-9556
stewarej@oag-bvg.gc.ca

Bank of Canada
Colleen Leighton
Access to Information and Privacy Coordinator
West Tower
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Standard Program Record Descriptions

This section describes the subject matter of certain records which are common to most federal departments and agencies, such as personnel records, financial records, purchasing and property control records, materiel management and central services. Individuals seeking access to the Standard Program Records of a particular institution should forward their access requests to the Access to Information and Privacy Coordinator at the address given in the previous pages.

Accounts and Accounting
Description: Accounts and accounting generally; cash accounts; accounts payable; accounts receivable; and standing advances.
Program Record Number: PRN 915

Acts and Legislation
Description: Acts and legislation - general, departmental, federal, foreign and provincial.
Program Record Number: PRN 902

Access to Information and Privacy Requests
Description: Includes material related to the administration of and internal procedures for the processing of formal and informal requests, in accordance with the Access to Information Act and/or the Privacy Act.
These records may contain the requests made by individuals to obtain access to information under the control of the institution in accordance with the Access to Information Act and/or the Privacy Act, related replies and information related to their processing, such as the software systems used within institutions to manage the administration of access and privacy requests, i.e. ATIP Flow, ATIP Image software, Coordination of Access to Information Requests (CAIR) System, etc. These records may include requests for correction of personal information; informal requests; complaints, investigations and requests for judicial review; consultations received from or sent to other institutions; requests for advice received from institutional officials that raise privacy and/or access to information concerns, etc.
Topics: These records may include material related to cases leading to a change of policy or procedure, material related to reports to Parliament on the administration of the Acts; conference material; committee information; copies of relevant legislation, and related policies, as well as information related to the interpretation and application of these laws and policies.
Program Record Number: PRN 930

Administration
Description: Administration generally; accidents generally; motor vehicle accidents; agreements; appreciation; complaints and enquiries; associations, clubs and societies; audit, review and evaluation; badges, emblems and flags; bilingualism and biculturalism; cafeterias and eating facilities; campaigns and canvassing; ceremonies and celebrations; circulars, directives and orders; committees; conferences, meetings and symposia; corporations, companies and firms; emergency measures; inventions, patents and copyrights; licences and permits; parliamentary matters; plans and programs; reports and statistics; visits and tours.
Program Record Number: PRN 901

Administration and Management Services
Description: Administrative and management services generally; correspondence management; duplication services; electronic data processing; electronic networks; forms management; information services; legal services; library services; mail, messenger and postal services; management services; records management; security services; telecommunications; travel and transportation services; secretarial, typing and word processing services; translation services.
Program Record Number: PRN 903

Audits
Description: Auditor General reports and internal audit reports.
Program Record Number: PRN 916

Automated Document, Records, Information Management Systems
Description: Automated document, records and information management systems are used to manage the full life cycle, from creation/collection to final disposition, of electronic documents (e-mail, word processing documents, spreadsheets, graphics, images, etc.), as well as non-electronic records (hard copy, posters, photographs, video tapes, audio tapes, maps, etc.). Information contained within the automated system may be entered in an electronic format, i.e. the capture of an electronic object or the creation of an electronic object through scanning (OCR), or a summary (profile) of the non-electronic information that is manually entered into the automated system. This document/records/information life cycle

management is done to facilitate compliance with the existing legislative and policy framework for the federal government.
Automated systems of this type normally allow for the integration of records and document management, imaging, and optical character recognition (OCR). Other features include the ability to search the information repositories for any word or string of words (full-text index searching and retrieval) and reporting capabilities. The automated system may also be electronically integrated with the institution's correspondence tracking system that is used to manage the tracking of incoming correspondence to ensure that responses about departmental policies, programs, initiatives and issues are prepared in a consistent and time-efficient manner. Topics: The records related to Automated Document, Records and Information Management Systems may contain information about the institution's functional requirements, system specifications, the Treasury Board shared systems initiative, training information, procedures for the use of the system, implementation plans, maintenance procedures, migration strategies, technical support mechanisms, etc.
Program Record Number: PRN 929

Business Continuity Plans (BCP)
Description: In compliance with the 2004 Operational Security Standard - Business Continuity Planning (BCP) Program, institutions must establish a Business Continuity Planning (BCP) Program. This program provides for the continued availability of services and associated assets that are critical to the health, safety, security or economic well-being of Canadians or the effective functioning of government.
The BCP Program complements emergency preparedness that is mandated by legislation or government policy (e.g. fire and building evacuation plans; civil emergency plans). It also supports planning that is necessary to restore other-than-critical services and their associated assets and resources; departments should use this program to incorporate their planning for other-than-critical services.
The types of incidences for which the BCP may be initiated may vary from a minor incident, such as a building-specific power outage or an equipment or system failure, to one of provincial or national proportions. The BCP outlines and coordinates: the efforts of institutional staff; and the implementation of advance arrangements and procedures to ensure that the institution can continue or restart critical business operations within a reasonable timeframe.
Topics: The records related to Business Continuity Plans (BCP) may contain information about: Recovery plans; network and/or data backup procedures; emergency and recovery resources; service level agreements (including Memorandums of Understanding with other federal institutions); time-sensitive business functions; recovery or emergency response team members; essential records; plan escalation procedures; notification procedures for emergency response teams, institutional staff, Minister's staff, federal, provincial and municipal bodies; plan activation procedures; Command, Control and Emergency Centre Operations; Delegation/Designation of Authority; detailed business resumption, recovery and restoration procedures; software tools to create, and maintain the BCP; media handling procedures; etc.
Program Record Number: PRN 928

Budgets
Description: Budgets generally; estimates and supplementary estimates; and program forecasts.
Program Record Number: PRN 917

Buildings
Description: Buildings generally; acquisition; alterations and repairs; construction; contracts; damages; disposal; fire and fire prevention; and maintenance.
Program Record Number: PRN 906

Buildings and Properties
Description: Buildings and properties generally; accommodation; accounting and inventories; planning and requirements; reports and statistics.
Program Record Number: PRN 905

Classification of Positions
Description: Classification generally; audits; category and group; individual positions; and standards.
Program Record Number: PRN 919

Co-operation and Liaison
Description: Co-operation and liaison generally and at the federal, international, provincial, university, college and school levels.
Program Record Number: PRN 904

Employment and Staffing
Description: Employment and staffing generally; applications; casual and term employees; competitions; programs recruitment; requests for staffing action; and summer students.
Program Record Number: PRN 920

Equipment and Supplies
Description: Equipment and supplies generally; accountability and inventories; catalogues; clothing; disposal and surplus; food; forms; fuels; laboratory; loans; maintenance and repairs; price lists and stationery.
Program Record Number: PRN 909

Finance
Description: Finance generally; agreements and arrangements; allotments and transfers; allowances; banks and banking; cheques; claims; contracts; currency; encumbrances; expenditures; fees; funds; revolving funds and working capital advances; grants; signing authorities; taxes and travel allowances; and expenses.
Program Record Number: PRN 914

Furniture and Furnishings
Description: Furniture and furnishings generally; beds and bedding; chesterfields and sofas; drapes; filing cabinets; household and office furniture and furnishings; and pictures.
Program Record Number: PRN 910

Hospitality
Description: Hospitality is the provision of a reception, meal or entertainment to guests of government institutions, including social events or ceremonies in accordance with established policies and guidelines. Records related to hospitality events may contain information about the circumstances of the function, including any event requiring special authority; the form of hospitality; cost; location; number of attendees listed by category, i.e. guests, government employees; and approvals by the appropriate delegated officials.
Topics: The records may contain information about the function nature and scope, function type, i.e. dinner, reception, etc.; function location, i.e. private residence, restaurant, conference; financial limitations, who provided services related to the function, hospitality event protocols, etc. The records may also contain information about Hospitality Policies and Guidelines, financial signing authorities, the publication of hospitality information posted on-line, etc.
Program Record Number: PRN 933

Human Resources
Description: Human resources generally; career management; inventories; performance appraisal; reports and statistics; requirements and utilization.
Program Record Number: PRN 921

Information Technology Services
Description: This includes records related to the computer equipment and associated software for both institutional computer networks and employees workstations, electronic systems development and maintenance, technical assistant and support for networks, office systems and databases. May also include material related to the institution's technology architecture, standards and infrastructure; electronic mail systems and platforms, software and hardware acquisition, the annual planning process for the development of computer systems; and the business case process for application development and system acquisitions.
Topics: Includes material related to network systems, hardware and/or software – including peripheral equipment, i.e. printers, Personal Digital Assistants (PDA), Wireless Handholds, system user manuals or guides, change management processes, IT training courses, personal computer or desktop support (Help Centre), computer maintenance, etc.
Program Record Number: PRN 932

Lands
Description: Lands - general; acquisition; concessions; development; disposal; fencing; flood control; landscaping parking areas; roads; streets and sidewalks.
Program Record Number: PRN 907

Occupational Health, Safety and Welfare
Description: Occupational health, safety and welfare generally; counselling; health units; medical examinations; nursing services; recreation and sports; and surveys.
Program Record Number: PRN 922

Office Appliances
Description: Office appliances generally; calculators; data processing hardware; duplicating equipment; photographic and microfilming equipment; recorders and typewriters.
Program Record Number: PRN 911

Official Languages
Description: Official languages generally; identification and designation of bilingual positions; language requirements program; recruitment; and replacements.
Program Record Number: PRN 923

Pensions and Insurance
Description: Pensions and insurance generally; superannuation plans; Canada Pension Plan; Quebec Pension Plan; reciprocal agreements; federal, provincial and private hospital and medical

insurance plans; death benefit plan; disability insurance and unemployment insurance plan.
Program Record Number: PRN 924

Personnel
Description: Personnel - general; accidents and injuries; appointments; attendance; awards and honours; Corps of Commissionaires; positions and levels; hours of work and overtime; leave and holidays; promotions and reclassifications; regulations and directives; reports and statistics; retirements; and separations.
Program Record Number: PRN 918

Physical Security
Description: In accordance with the Physical Security Standard issued under the Government Security Policy, federal institutions are responsible for the establishment and maintenance of appropriate measures (physical, procedural and psychological) to prevent, detect and respond to unauthorized access and other threats. Related to this is the establishment and use of detection devices and methods to identify attempted or actual unauthorized access as well as procedures and tools to activate effective and appropriate responses.
Topics: Includes material related to physical security design; physical safeguards, monitoring devices, security access procedures and tools (pass/identity cards), access to restricted zones; storage, transportation and transmittal of information and goods; destruction of information and goods; and the protection of personnel and the public at large.
Program Record Number: PRN 931

Proactive Disclosure
Description: These records include information about the mandatory publication on institutional web sites of specifically identified government information. The purpose of making these specific information elements available on the Internet is to promote transparency, facilitate public access, and provide relevant and timely information so that Canadians are better able to hold their Government and public sector officials to account. The intent of the proactive disclosure initiative is to ensure that this information is provided in a consistent manner across government and that information is regularly updated according to established timeframes and guidelines. Federal institutions are required to update information identified for the purpose of pro-active disclosure every three months and post it on-line within 30 days of the end of each period.
Topics: These records include information related to tools and guidance from the Treasury Board Secretariat (TBS) and other lead agencies about proactive disclosure; the maintenance of web sites related to proactive disclosure; etc.
Program Record Number: PRN 935

Procurement
Description: Procurement generally; contracts; local purchase orders; procedures and regulations; requisitions; standing offer agreements.
Program Record Number: PRN 912

Relocation
Description: These records are used to document and administer the relocation of individuals and their families.
Topics: Includes material related to employee entitlements and obligations, employer obligations, third party service providers, relocation claims, etc. May also include information about rental accommodations; travel to new locations; searching for new accommodation, i.e. house hunting; hotel/motel accommodation; copies of departmental policies and procedures pertaining to relocation; moving and storage company information; etc.
Program Record Number: PRN 936

Salaries and Wages
Description: Salaries and wages generally; acting pay; deductions; pay rates; pay system; performance and senior merit pay; regulations; salary revisions; and severance pay.
Program Record Number: PRN 925

Staff Relations
Description: Staff relations generally; adjudication; bargaining agents; collective agreements and interpretations; discipline; grievances; managerial and confidential exclusions; and union relations.
Program Record Number: PRN 926

Training and Development
Description: Training and development generally; attendance; course content; course evaluations; individual courses; language training; nominations; plans; schedules and directives; and types of courses.
Program Record Number: PRN 927

Travel
Description: These records are used to document and manage the travel activities of individuals who travel in support of their institution's mandate. These records may also include information related to the proactive disclosure of relevant

travel expenses as specified in the Guidance Document: Proactive Disclosure of Travel and Hospitality Expenses issued by the Treasury Board Secretariat.
Topics: Includes material related to travel allowances, or per diem rates, travel expense claims, hotel directories, airline directories, etc. May also include copies of institutional policies and procedures pertaining to travel including the employee entitlements and obligations, employer obligations, payment for official institutional travel; etc.
Program Record Number: PRN 934

Utilities
Description: Utilities - general; air conditioning; electric power; water and sewage; garbage disposal; gas and oil; heating; lighting; plumbing and ventilation.
Program Record Number: PRN 908

Vehicles
Description: Vehicles generally; air, land and water vehicles; insurance; maintenance and repairs; operating standards; registration and licences.
Program Record Number: PRN 913

Index of Standard Personal Information Banks (PIB)

Bank Number	Title of Bank
PSU 901	Access to Information and Privacy Requests
PSU 902	Executive Correspondence Management Systems
PSU 903	Business Continuity Planning (BCP)
PSU 904	Automated Document, Records, Information Management Systems
PSU 905	Electronic Network Monitoring Logs
PSU 906	Internal Disclosure of Wrongdoing in the Workplace
PSU 907	Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes
PSU 908	Hospitality
PSU 909	Travel
PSU 910	Relocation
PSU 917	Personnel Security Screening – formerly Personnel Security Screening (Reliability Screening/Security Clearance) – PSE 924

Standard Personal Information Bank Descriptions

Standard Personal Information Bank (PIBs) descriptions have been developed to describe personal information that may be found in types of records commonly maintained by federal institutions. These records document internal administrative functions, systems and procedures that are common to or shared by all federal government institutions.

These information banks are identified with the unique identifier "PSU" as part of the bank number contained within the PIB.

Retention and Disposal Standards for Standard PIBs:

The following Retention and Disposal Standards statement applies to all Standard PIBs unless otherwise noted within a specific PIB.

- The records containing the personal information described in the standard banks may be retained for different periods of time as decided by each government institution, unless otherwise specified.

- At a minimum, personal information used for an administrative purpose must be retained for at least two years unless the individual consents to its earlier disposal. Any disposal of such records must be in accordance with Records Disposition Authorities issued by the Librarian and Archivist of Canada.

    - The *Privacy Act* defines administrative purpose to mean the use of that information in a decision making process that directly affects an individual.

- For the specific amount of time that different types of common administrative documents are retained by a given government institution, please contact that institution's ATIP Co-ordinator.

Access to Information and Privacy Requests
Description: The records containing the information described in this bank include requests made by individuals to obtain access to information under the control of the institution in accordance with the Access to Information Act and/or the Privacy Act, the replies to such requests, and information related to their processing. These records may include requests for correction of personal information; informal requests; records related to complaints, investigations and requests for judicial review; consultations received from other institutions; and requests for advice received from institutional officials that raise privacy or access to information concerns. Personal information may include the name of the requester, mailing address, telephone and facsimile numbers, e-mail address and other processing information related to the request, as well as personal information contained in institutional records that are relevant to the request.
Note: Personal information contained in institutional records relevant to the request is not used for administrative purposes.

Class of Individuals: Individuals who exercised their rights under the Access to Information Act and/or the Privacy Act, including individuals who made informal requests to obtain information under the control of the institution.
Purpose: The information described by this bank is used to administer the Access to Information Act and/or the Privacy Act as well as processing and responding to informal requests. This information may also be used during consultations with other government institutions, during investigations by the Offices of the Information and Privacy Commissioners and during court reviews. Aggregate information (does not identify individuals) is used to report to Parliament on the administration of the Acts.
Consistent Uses: Non-personal information may be used to provide reports on ATIP activities to management and to the Treasury Board Secretariat and other institutions, i.e. through CAIRS. The information may also be used for research, planning, audit and evaluation purposes.

Retention and Disposal Standards: For the specific amount of time that different types of common administrative documents are retained by a given government institution, please contact that institution's ATIP Coordinator.
RDA Number: 98/001
Related PR#: PRN 930
Bank Number: PSU 901

Automated Document, Records, Information Management Systems
Description: The automated system described by this bank is used to capture and manage documents, records (including email) and information received and/or created by the institution in support of the institution's functions and activities. Documents and email received by the institution may be entered into the automated system in an electronic format or summarized (profiled) and entered manually into the system.
Class of Individuals: Any individual about whom the institution may collect information in support of a function, program or activity. All employees of an institution, including contractors, agency employees and students, as well as any individual corresponding with the institution.
Purpose: This type of an automated system is used to manage the life cycle of the institution's document, records and information collections, as well as facilitating access thereto. The automated system is used to ensure the information is available to support the operations of the institution, and then disposed of appropriately. The automated system also makes searching and retrieving information from the institution's information collections faster and easier.
Consistent Uses: The information may be used in an aggregate format to report on system use, growth of the information collection, etc. The automated system may also be electronically integrated with the institution's correspondence tracking system that is used to manage the tracking of incoming correspondence to ensure that responses about departmental policies, programs, initiatives and issues are prepared in a consistent and time-efficient manner. The information may also be used for research, planning, audit and evaluation purposes.
Retention and Disposal Standards: For the specific amount of time that different types of common administrative documents are retained by a given government institution, please contact that institution's ATIP Co-ordinator.
RDA Number: 98/001
Related PR#: PRN 929
Bank Number: PSU 904

Business Continuity Planning (BCP)
Description: The information described by this bank includes personal information that is contained in institutional Business Continuity Plans (BCP). A BCP is established by a federal institution to provide for the continued availability of services and associated assets that are critical to the health, safety, security or economic well-being of Canadians, or the effective functioning of government.
The personal information contained within a BCP may include the names, home addresses, home telephone, pager and cellular phone numbers of employees and officers who are part of the institution's BCP response team, as well as similar emergency contact information for Ministers, exempt staff, senior officials. Also included are the names, emergency contact numbers (including cellular phone and pager numbers) of disaster response and/or recovery vendors and other service providers, in addition to federal, provincial and municipal officials who may have to be contacted to assist the institution as the result of an emergency situation.
Class of Individuals: Employees and officers who are members of the institution's response team, as well as Ministers, exempt staff, senior institutional officials and emergency response officials and recovery vendors/service providers.
Purpose: The purpose of the collection and use of the personal information described in this Bank is to ensure that the institution can contact appropriate and responsible individuals to respond in the event of an interruption in normal business operations.
Consistent Uses: Personal information described in this Bank may be shared with other federal institutions, police, fire and other emergency response agencies on an "as required" basis. Non-personal information may be used to provide reports to senior management about the execution of institutional Business Continuity Plans. This information may also be used for research, planning, audit and evaluation purposes.
Retention and Disposal Standards: For the specific amount of time that different types of common administrative documents are retained by a given government institution, please contact that institution's ATIP Coordinator.
RDA Number: 98/001
Related PR#: PRN 928
Bank Number: PSU 903

Electronic Network Monitoring Logs

Description: The records containing the information described in this bank relate to the use by individuals of federal government electronic networks. Logs containing details of network use by individuals are compiled and are reviewed by appropriate officials of the institution when there is suspected misuse of a federal government electronic network, as defined by institutional policies or the Treasury Board Policy on the Use of Electronic Networks. Examples of information that may be in the records include network logs that may link an employee's workstation to an IP address, listings of sites visited and information on any transactions conducted, including date, time, duration and nature of the visit or transaction. The records may also include information on the use of authorization codes assigned to particular individuals, including successful or unsuccessful use of the codes, date, time and frequency.

Class of Individuals: Employees of the institution and other individuals using federal government electronic networks, including student employees, contract staff and agency personnel. Members of the public, Ministerial staff, Members of Parliament that send e-mail to the institution or to specific individuals within the institution.

Purpose: The information contained in the records is compiled to support the investigation of suspected or alleged misuse, or deliberate impairment of government electronic networks by persons employed by the institution or by other individuals from outside the institution.

Consistent Uses: The information may be used to substantiate any disciplinary action taken where violation of institutional policies or the Treasury Board Policy on the Use of Electronic Networks is determined. If an internal investigation determines that criminal actions may have taken place, the information may be shared with appropriate police authorities. This information may be used to provide reports to management. The information may also be used for research, planning, audit and evaluation purposes.

Retention and Disposal Standards: For the specific amount of time that different types of common administrative documents are retained by a given government institution, please contact that institution's ATIP Co-ordinator.

RDA Number: 98/001

Related PR#: PRN 932

Bank Number: PSU 905

Executive Correspondence Management Systems

Description: The records containing the information described in this bank include general correspondence to the Minister or Secretary of State, their Staff and other senior executives within the institution. Records used in preparation of responses to incoming correspondence may also contain personal information about individuals that is sometimes provided by institutional officials to address issues and concerns raised in the incoming correspondence. Personal information may include the name of the correspondent, mailing address, telephone and facsimile numbers, e-mail address and other personal information that may be included by the originator and/or respondent within the content of the correspondence.

Class of Individuals: General public, Members of Parliament, and officials representing other levels of government or international governments and agencies, external organizations and/or businesses.

Purpose: To manage, in a consistent and time-efficient manner, the receipt of, and responses to, correspondence or inquiries received from outside the institution that require replies from senior executives of the institution.

Consistent Uses: Incoming correspondence may be forwarded to other federal or provincial institutions for a full or partial response if it is determined by the receiving institution that the issue(s) contained within the correspondence fall under the jurisdiction of, and should be addressed by, the other institution(s). In some cases, incoming correspondence and the response may be copied to another federal or provincial institution where the correspondence impacts on their roles and responsibilities. The information may be used in an aggregate format to report on system use, growth of the information collection, etc. The Executive Correspondence Management System may be integrated with the institution's Automated Document, Records and Information Management System (see Standard Personal Information Bank Number PSU 929 for more details).

Retention and Disposal Standards: For the specific amount of time that different types of common administrative documents are retained by a given government institution, please contact that institution's ATIP Co-ordinator.

RDA Number: 98/001

Related PR#: PRN 903

Bank Number: PSU 902

Hospitality
Description: This information is collected to document hospitality-related activities and the circumstances in which they are incurred. The personal information collected may include the name and job title of government employees as well as the name and title of guests of the government (e.g. individuals from other governments, the private sector, etc). It may also include the names of their spouses or accompanying companions; and the name of the establishment where the hospitality function occurred and/or the name of caterer.
Class of Individuals: Deputy Ministers, Associate Deputy Ministers, Assistant Deputy Ministers, and their equivalents, including those individuals who incur hospitality expenses while acting in these positions, and their spouses or accompanying companions. May also include Ministers, Ministers of State, Parliamentary Secretaries, and their office staff (also known as political or exempt staff because they are outside of the official Public Service) as well as Members of Parliament representing a Minister or Minister of State for official business purposes.
Purpose: Hospitality information is maintained to ensure that the provision of hospitality functions are done appropriately.
Proactive disclosure on government websites of hospitality expense-related information promotes transparency, facilitates public access to government information, and provides relevant and timely information to Canadians. The specific elements that may be made available are: Hospitality activity description and date, attendees, location and total amount.
Consistent Uses: This information may be used to provide reports on hospitality-related expenses to management. The information may also be used for research, planning, budget, audit and evaluation purposes.
Retention and Disposal Standards: For the specific amount of time that different types of common administrative documents are retained by a given government institution, please contact that institution's ATIP Coordinator.
RDA Number: 99/004
Related PR#: PRN 933 and PRN 935
Bank Number: PSU 908

Internal Disclosure of Wrongdoing in the Workplace
Description: The records containing the personal information described by this bank include general inquiries, advice, as well as formal and informal complaints of wrongdoing. Personal information may include the date and nature of the alleged wrongdoing, name of the individual alleged to have committed the wrongdoing and other pertinent information including name of individual(s) reporting or impacted as a result of the alleged wrongdoing, records of interviews, investigations and analyses of events and records of decision taken.
Class of Individuals: Employees reporting to all departments and organizations of the Public Service listed in Part I, Schedule I, of the Public Service Staff Relations Act. Any individual reporting an alleged wrongdoing or about whom the institution may collect information in support of a function, program or activity and who may be impacted upon as a result of the investigation of an alleged wrongdoing.
Purpose: This information is collected to investigate and resolve complaints submitted in accordance with the Policy on the Internal Disclosure of Information Concerning Wrongdoing in the Workplace. In well-founded cases, personal information may be used to determine appropriate remedial action, including administrative, disciplinary or legal action. Information is also used to develop an annual report that provides statistics, issues, challenges and recommendations for the deputy head of the institution.
Consistent Uses: The information may also be used for research, planning, audit and evaluation purposes.
Retention and Disposal Standards: For the specific amount of time that different types of common administrative documents are retained by a given government institution, please contact that institution's ATIP Co-ordinator.
RDA Number: 98/005
Related PR#: PRN 921
Bank Number: PSU 906

Personnel Security Screening
Description: The records containing the information described in this bank include information gathered by government institutions in conducting reliability checks and/or security clearances on individuals working or applying for work with a government institution by way of appointment, assignment or contract. This

information is collected under the authority of subsections 7(1) and 11.1(1) of the Financial Administration Act and the Government Security Policy (GSP) of the Government of Canada.
The records may include completed Personnel Screening, Consent and Authorization Forms, applicable Security Clearance and Personal History documentation and completed Security Screening Certificate and Briefing Forms. The personal information collected may include full name (surname, family name at birth, given names, maiden name, nick name, all other names and initials), photographs, gender, date and place of birth, citizenship, residential addresses (including timeframes lived at each), current home telephone number, fingerprint impressions and signature.
If born outside of Canada, date of entry into Canada, certificate number and date of issue, date of naturalization, citizenship status and country of citizenship other than Canada may also be collected. Personal information related to marriages may also be collected, including marital status, date(s) of marriages or common-law partnerships (including date separated, divorced or widowed) and locations of partners and other immediate family.
Employment related information may include employment history, name and address of employing organization and supervisor/manager, title, work telephone and facsimile numbers, position or contract number, group and level of position, employee ID number (including Personal Record Identifier (PRI) or Service number), length of time employed, reasons for leaving workplace, reliability status, security clearance levels, professional qualifications.
Note: Copies of completed Security Screening Forms may be retained on an individual's Employee Personnel Record (see PIB PSE 901 – Employee Personnel Record).
Class of Individuals: Individuals working or applying for work with the federal government by way of appointment, assignment, temporary agency engagement or contract whose position requires a reliability screening status, site access and/or security clearance classification. May also include current and former spouses (including common-law partners), immediate relatives, character references (including neighbourhood references), employers (current and former) of the individuals undergoing the security screening.
Purpose: Personal information is used in support of the security screening process to determine the honesty, trustworthiness, ability to safeguard and reliability of individuals who will have access to government assets, including information, networks and facilities.
Consistent Uses: Some personal information may be disclosed to entities outside the federal government (e.g., credit bureaus). Personal information may be used to support decisions on individuals working or applying to work through appointment, assignment or contract, transfers, promotions, discipline, re-assessment of reliability status and termination of employment or contractual agreements. Notation of level of reliability/clearance authorizations may be attached to the Employee's personnel file (Standard PIB - PSE 901 – Employee Personnel Record). Information may also be disclosed to the Royal Canadian Mounted Police (RCMP) (RCMP PPU 030 - Information and Identification Services Criminal Records, Summaries of Police Information, and Identification Fingerprints) and the Canadian Security Intelligence Service (CSIS) (CIS PPU 005 - Security Assessments/Advice), which conduct the requisite checks in accordance with the GSP or, for purposes of transferability as defined within the Personnel Security Standards of the GSP, with other federal department's security offices.
Retention and Disposal Standards: For the specific amount of time that different types of common administrative documents are retained by a given government institution, please contact that institution's ATIP Co-ordinator.
RDA Number: 98/001
Related to PR#: PRN 920 & PRN 921
Bank Number: PSU 917 (formerly PSE 924)

Relocation
Description: This information is used to document the processes involved in the relocation of employees and their families. The personal information collected includes the individuals' name and job title, organization name, work telephone, work address, job classification and level, Personal Record Identifier (PRI), name of delegated departmental officer or manager, signatures, name of spouse or common-law partner, names of children and/or extended family members, special medical needs that may need to be accommodated, monthly statement of credit card expenses, personal declarations of expenses when receipts are not obtainable or have been inadvertently destroyed, mortgage or rental cost nformation, legal fees and real estate fees.

Class of Individuals: Employees who relocate and their spouses or common-law partners, their children and/or extended family members. Also includes individuals representing third party suppliers, such as moving and storage companies.
Purpose: The purpose of this information is to document and administer the relocation of individuals and their family members. This includes information related to relocation planning, the selection of new accommodations, the shipment of personal and household effects, move authorizations and claims.
Consistent Uses: Non-personal information may be used to provide reports on employee relocations to management. The information may also be used for research, planning, audit and evaluation purposes.
Retention and Disposal Standards: For the specific amount of time that different types of common administrative documents are retained by a given government institution, please contact that institution's ATIP Coordinator.
RDA Number: 98/001 and 99/004
Related PR#: PRN 936
Bank Number: PSU 910

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes
Description: This information relates to video surveillance recordings generated by closed circuit television (CCTV) cameras located on the perimeters of, or within institutionally operated buildings and facilities. Additionally, in support of employee and visitor access control, the records related to these subjects contain the actual access logs/registers used to issue temporary employee passes and temporary visitor passes. Personal information collected may include recorded visual images, data logs, signatures, surnames, given names, telephone numbers, temporary pass control numbers and visitor company/organization information related to the issuance of temporary visitor passes.
Class of Individuals: Employees, and those on assignment or contract and visitors who require access to a federal institution or any other person within proximity of video surveillance recording capabilities.
Purpose: This information is used to enhance the security of government facilities and of individuals and assets present in such facilities. Video surveillance is sometimes conducted in real time or recordings can be used to investigate past occurrences, security incidents or emergency situations. Access logs/registers, temporary passes and any other records related to employee and visitor access control may also be used to monitor or investigate current or past security incidents.
Consistent Uses: To assist security officials in the monitoring of activities and/or the issuance of temporary access passes. Additionally, records and recordings may record entry and exit times from facilities and may be used in the event of security-related incidents such as thefts or emergency situations. In such cases, this information may be shared with appropriate law enforcement agencies and emergency workers. Video information that reveals evidence of illegal activity, employee misconduct or accidents may be disclosed to appropriate staff relations, enforcement or investigative bodies for further investigations, charges or disciplinary actions.
Retention and Disposal Standards: For the specific amount of time that different types of common administrative documents are retained by a given government institution, please contact that institution's ATIP Co-ordinator.
RDA Number: 98/001
Related PR#: PRN 931
Bank Number: PSU 907

Travel
Description: This information is used to document travel activities and expenses related to official institutional business. The personal information collected includes the individuals' name and job title, organization name, work telephone, work address, job classification and level, Personal Record Identifier (PRI), name of delegated departmental officer or manager, signatures, name of spouse or common-law partner, name of children, monthly expense statements, personal declarations of expenses when receipts are not obtainable or have been inadvertently destroyed.
Class of Individuals: Employees and travellers (including term or casual employees, temporary agency staff, volunteers, students, consultants and contractors, and witnesses), who travel on behalf of an institution and their spouses or common-law partners and/or dependants. This includes Deputy Ministers, Associate Deputy Ministers, Assistant Deputy Ministers, and their equivalents, including those individuals who travel while acting in these positions, and their spouses and/or dependents. May also include Ministers, Ministers of State, Parliamentary Secretaries, and their office staff (also known as political or exempt staff because they are outside of the official Public Service) as

well as Members of Parliament representing a Minister or Minister of State or accompanying them as a guest for official business purposes.
Purpose: The purpose of this information is to document and administer the travel of individuals in support of the institution's mandate. This includes information related to employee entitlements and obligations, travel advances and related claims. Proactive disclosure on government websites of travel expense-related information promotes transparency, facilitates public access to government information, and provides relevant and timely information to Canadians. The specific elements that may be made available are: the purpose of travel; date(s) and destination(s); air fare and other transportation costs; accommodation, meals and incidentals; other expenses (all other expenses incurred that are not reflected in the information fields above, such as cost of a special passport, visas, and associated photos, calls to the office or home, dependant care where applicable, etc.); and the total amount.
Consistent Uses: This information may be used to provide reports on travel activities and costs to management. The information may also be used for research, planning, budget, audit and evaluation purposes.
Retention and Disposal Standards: For the specific amount of time that different types of common administrative documents are retained by a given government institution, please contact that institution's ATIP Coordinator.
RDA Number: 98/001 and 99/004
Related PR#: PRN 934
Bank Number: PSU 909

Agriculture and Agri-Food Canada

Chapter 1

General Information

Background

The Department of Agriculture was established in 1867, the year of Confederation, by an act of Parliament. The formation of the Experimental Farms System followed in 1886 and a Dairy Commissioner was appointed in 1890. The aim of Agriculture and Agri-Food Canada today is to promote the development, adaptation, and competitiveness of the agriculture and agri-food sector in a manner that respects the environment and contributes to the best quality of life for all Canadians. It helps the sector maximize its contribution to Canada's economic, social and environmental objectives, which are to provide for the needs of Canadian consumers and export markets in a manner which ensures a dependable supply of safe, nutritious food at reasonable prices; to ensure equitable returns to producers, processors and marketers; and to meet Canadian food and technological aid commitments to international development. The Minister of Agriculture and Agri-Food, the Department and portfolio agencies administer 22 acts concerning food and agriculture industries. The activities of the Department extend from the farmer to the consumer, through all phases of production, processing and marketing of agriculture and agri-food food products. The Department also assists farmers through crop insurance, margin stabilization and agricultural adjustment programs to alleviate losses caused by the weather, changing markets and other hazards.

Responsibilities

The mandate of Agriculture and Agri-Food Canada (AAFC) is to provide information, research and technology and policies and programs that achieve security of the food system, health of the environment and innovation for growth. The Department's responsibilities embrace most aspects of the agricultural industry. It carries out research into the physical and economic problems of agriculture; assists with market and export development; and carries out programs aimed at environmentally sustainable resource use. The Department enforces laws governing the sales of feed, fertilizers and pesticides; and assists farmers through measures such as production insurance. It also supervises racetrack betting.

AAFC is implementing a comprehensive national Agricultural Policy Framework with the goal of making Canada a world leader in Food Safety and Quality, Innovation and Environmentally Sustainable Production. To effectively deliver this program, the department now has a team-based governance. This new direction is a responsive and comprehensive approach to the risks facing the agriculture and agri-food business.

Horizontal teams are comprised of policy, science researchers, support staff, and others in order to get the best possible results, reflecting the Department's priority areas (Business Risk Management, Food Safety and Quality, Environment, Science and Innovation, Renewal, and Markets and Trade). In order to sustain our ability to deliver our business priorities, seven enabling teams have also been established to support the horizontal teams.

The strategic outcomes of the Agricultural Policy Framework is to make Canada the world leader in: producing, processing and distributing safe and reliable food to meet the needs and preferences of consumers; in using environmental resources in a manner that ensures their quality and availability for present and future generations; and in innovation to develop food and other related agricultural products and services that capture opportunities in diversified domestic and global markets.

Legislation

- Agriculture and Agri-Food Administrative Monetary Penalties Act
- Agriculture Credit Corporation Act
- Agricultural Marketing Programs Act
- Agriculture Policy Framework Implementation Agreements
- Agricultural Products Marketing Act
- Animal Pedigree Act
- Criminal code, Section 204 (Minister of Justice and Attorney General of Canada)

- Department of Agriculture and Agri-Food Act
- Department of Foreign Affairs and International Trade Act, paragraph 10 (2) (e) (Minister of Foreign Affairs)
- Experimental Farm Stations Act
- Farm Credit Corporation Act
- Farm Debt Mediation Act
- Farm Improvement and Marketing Cooperatives Loan Act
- Farm Income Protection Act
- Plant Breeders' Rights Act
- Prairie Farm Rehabilitation Act
- Western Grain Transition Payment Act

Organization

Horizontal Teams

Business Risk Management Team

The Business Risk Management Team is committed to improving the producer's capacity to manage risk, and increasing the sector's viability and profitability through the development of an integrated business risk management framework.

Environment Team

The Environment Team is responsible for developing and encouraging and supporting the adoption of beneficial management practices on farms across Canada based on sound science. The Environment Team develops programs and policies that help minimize the adverse impacts, as well as enhance the benefits that agriculture can have on the environment (i.e. soil, water, air, biodiversity), and establishes procedures with which to monitor improvements in the sector's agri-environmental performance.

Food Safety & Quality Team

The Food Safety & Quality Team is responsible for minimizing the risk and impact of food-borne hazards on human health, increasing consumer confidence and improving the sector's ability to meet or exceed market requirements for food products.

Innovation/Science

The Innovation/Science Team's mission is to improve the on-going competitiveness of the Canadian food and agriculture sector through the development and transfer of innovative technologies. The Team provides the agri-food sector with access to new production systems, bio-products and strategies to seize opportunities and manage change.

Renewal Team

Renewal Team is committed to assisting producers engage in continuous learning and best management practices to keep pace with the knowledge intensive industry that is Agriculture. The team enhances public and private business management and consulting services, management and marketing information, and provides tools and services, to assist farmers to improve their profitability and networks to better link scientific advances to the creation of new economic opportunities.

Markets and Trade Team

The Markets and Trade Team's mission is to achieve increased recognition, at home and abroad, of the Canadian industry's world-leading capacity in meeting the demands of a rapidly changing and highly segmented global market, to promote Canada's advantages as an investment location, and to expand Canadian industry's access to foreign markets in order to maximize the benefits realized from Canada's reputation, and to enhance science cooperation in support of new and expanded markets.

Enabling Teams

Asset Management Team

The Asset Management Team is responsible for the planning, acquisition, maintenance and disposal of the Department's fixed and moveable assets; this includes policy development, contracting for goods and services, major capital planning and construction, fleet management, accommodations, real property, security and emergency management. This team also delivers financial and human resources services in research centres in conjunction with Human Resources and Finance teams.

Communications & Consultations Team

The Communications and Consultations Team (CCT), in accordance with the Communications Policy of the Government of Canada, manages Agriculture and Agri-Food Canada's advertising, publishing, consultations and public opinion

research, internal communications, media relations activities, and corporate and rural exhibit programs. The team is also responsible for managing and developing the Department's corporate and internal Web sites.
CCT provides planning and strategic advice on communicating departmental priorities, policy development, and program planning and implementation, as well as the coordination, production and distribution of speeches, news releases, publications and multimedia materials. To that end, the Team develops awareness initiatives that aim to promote a better public understanding of the Agricultural Policy Framework and the agriculture and agri-food sector.

Finance Team

The Finance Team supports the sound stewardship of departmental resources and informed decision-making by management through the provision of timely, robust and relevant financial information, advice, services and policies. The team is responsible for overseeing the departmental resource management process including establishing budgets, conducting variance analysis and forecasts and recommending corrective action, as required. Key financial reports in this regard include the monthly Financial Situation Report, Public Accounts, Financial Statements, the Report on Plans and Priorities and the Departmental Performance Report. The Finance Team is the primary point of contact with the Treasury Board and PCO on all Treasury Board submissions and requests for Orders in Council which together provide the department the requisite authorities and funding to implement departmental priorities. The Finance Team also offers a wide array of financial services principally in the domain of accounts payable/receivable transaction processing. Accountable for the integrity of the department's financial controls, the Finance Team continuously monitors financial expenditures to ensure compliance with all applicable central agency policies and directives.

Human Resources Team

The Human Resources Team is responsible for the planning, management and development of Agriculture and Agri-food Canada's human resources. They provide Human Resources management policies, programs and services that support working horizontally and achieve the objectives of the Agricultural Policy Framework and departmental business results.

Information Systems Team

The Information Systems Team assists the Department in achieving its objectives by providing expertise and support on technological tools, electronic document management systems, portal technology, knowledge management strategies, information technology strategies, web content management, and business intelligence tools.

Policy & Planning Team

The Policy & Planning Team supports integrated policy development through strategic planning, policy development on cross-cutting issues, liaison, and research. It also establishes the framework for departmental strategic management and leads the planning, performance measurement and management policy development.

Program Delivery Team

The Program Delivery Team ensures efficient and effective client-focussed program delivery through the design and implementation of a full range of national programs and services in support of the agriculture and agri-food sector and rural communities.

Corporate Offices

Audit & Evaluation Team

The Audit & Evaluation Team provides the Departmental Audit and Evaluation Team (DAET) with independent assurance, information and advice on the effectiveness, efficiency and economy of programs, policies and operations.

Canadian Pari-Mutuel Agency

Canadian Pari-Mutuel Agency has a responsibility to protect the wagering public against fraudulent practices and to help maintain a viable racing industry in Canada. The Canadian Pari-Mutuel Agency is also responsible for providing daily auditing of all betting activities; for providing expertise, and conducting research in the areas of photo-finish, video race patrols, pari-mutuel systems and equine drug control. The agency also ensures 99.9 per cent accuracy in all betting transactions; provides efficient and effective pari-mutuel supervision within the resource level of the federal levy and provides and promotes services that contribute to the positive image of racing.

Executive Offices

The Executive Offices are responsible for the correspondence, briefing and activity scheduling systems for the Minister, the Deputy Minister and the Associate Deputy Minister for tracking and reporting on major current issues of concern to the Department, for Parliamentary Relations, and for providing secretariat services to the Executive Council, and the Operations Committee of the Department and the Departmental Audit and Evaluation Team.

Legal Services Team

The Legal Services Team provides legal information and advice on the development and implementation of Departmental programs, policies and operations. The Legal Services team is made up of lawyers employed by the Department of Justice and support staff employed by AAFC.

Prairie Farm Rehabilitation Administration (PFRA)

The Prairie Farm Rehabilitation Administration (PFRA) works with people on the prairies to develop a viable agricultural industry and sustainable rural economy. In partnership with other levels of government, farm groups, producers and industry, PFRA protects Prairie soils, develops and conserves the area's water resources, and encourages diversification into new crops, value-added processing and other wealth-creating activities.

Rural & Co-operatives Secretariats

The Rural Secretariat, located in Agriculture and Agri-Food Canada, is the central point for rural policy issues within the Government of Canada. The Rural Secretariat's mandate is to provide analysis and advice on issues affecting rural and remote regions; facilitate the creation of partnerships around rural issues and priorities; promote dialogue between rural stakeholders and the federal government, and between the federal, provincial and territorial governments. The Cooperatives Secretariat is dedicated to the economic growth and social development of Canada by encouraging the establishment of partnerships between the co-operative sector and the federal government that support the development of co-operatives in areas of federal priority including rural and aboriginal economic development, health care service delivery and agriculture value added.

Information Holdings

Program Records

Horizontal Teams

Business Risk Management Team

Business Redevelopment
Description: Includes information relating to Farm Income, Knowledge/Product/Process Information, service transformation.
Topics: Business Redevelopment, Farm Income.
Program Record Number: AAFC 6900

Farm Program Delivery
Description: Includes information relating to program administration, client service operations.
Topics: Farm Program Delivery.
Program Record Number: AAFC 7000

Farm Program Maintenance
Description: Includes information relating to program and agreement approval, revision, and extension, accountability and performance measures, environmental assessment, audit and review.
Topics: Farm Program Maintenance, agreement approval.
Program Record Number: AAFC 7100

Information Monitoring, Analysis and Reporting
Description: Includes information relating to industry economic performance and analysis, advice on compliance with international trade rules, performance measurement, documentation and business continuity, economic analysis and forecasting for program support.
Topics: Information Monitoring, Analysis, reporting.
Program Record Number: AAFC 7200

Strategic Policy and Program Development
Description: Includes information relating to the development of Farm Income Risk Management Strategy, Farm Income Risk Management Program design, Integrated Risk Management approach, Policy Review, Policy Research Institute.
Topics: Strategic Policy, program development.
Program Record Number: AAFC 7300

Environment Team

Delivering Environmental Tools and Practices
Description: Includes information relating to program development, Federal/Provincial agreements, program implementation, certification, outreach, water management, water control.

Topics: Program implementation, certification.
Program Record Number: AAFC 3700

Developing Knowledge for Environmental Tools and Practices
Description: Includes research and information relating to the development of tools and practices for soil use assessment and health, water quality, water quantity, Greenhouse Gases and air quality, adaptation to global warming, nutrient cycling, organic residues, reduction and alternatives to chemical pest control, integrated pest management, biodiversity, technology transfer and commercialization.
Topics: Environmental tools, practices.
Program Record Number: AAFC 3600

Environmental Awareness
Description: Includes information that fosters and promotes an awareness of agri-environmental issues and serves as a basis for sound decision-making and the resolution of those agri-environmental issues.
Topics: Environmental awareness.
Program Record Number: AAFC 3100

Environmental Monitoring
Description: Includes information relating to National Land & Water Information Service (includes data collected from Geographic Information System-based tools monitoring rural land and water resource management such as flood protection, plant hardiness zones, land use information), National Land & Water Information Service Management Structure; National Agri-environmental Health Analysis and Reporting Program, Agri-Environmental Indicators work (in such areas as Environmental Farm Management, Soil Quality, Water Quality, Agroecosystem Greenhouse Gas Emissions, Agroecosystem Biodiversity, and Production Intensity), modeling, economic valuation; National Agroclimate Information Service.
Topics: Environmental monitoring, National Land & Water Information Service.
Program Record Number: AAFC 3200

Environmental Stewardship
Description: Includes information which supports the realization of environmental benefits and the mitigation of environmental risks in the agriculture and agri-food sector.
Topics: Environmental stewardship, environmental benefits.
Program Record Number: AAFC 3500

Environmental Strategy
Description: Includes information relating to strategy Development, Sustainable Development Strategy.
Topics: Environmental strategy, sustainable development.
Program Record Number: AAFC 3400

Environment Health
Description: Includes information which supports the use of environmental resources in a manner that ensures their quality and availability for present and future generations.
Topics: Environment health, resources.
Program Record Number: AAFC 3000

Information to Consumers and the Public
Description: Includes information relating to stakeholder for public opinion research and tracking, communication tools.
Topics: Consumer and public information.
Program Record Number: AAFC 3300

Integrated Environmental Tools and Practices
Description: Includes information relating to technical assessments, best management practices and standards.
Topics: Technical assessments, management practices, standards.
Program Record Number: AAFC 3800

International Environmental Commitments
Description: Includes information relating to policy development, consultations, international negotiations, market intelligence.
Topics: Policy development, consultations.
Program Record Number: AAFC 3900

Food Safety & Quality Team

Consumer Confidence
Description: Includes information relating to enhancing the level of consumer confidence in the quality, safety and production of Canadian food.
Topics: Consumer confidence, quality, safety.
Program Record Number: AAFC 6100

Safe, Nutritious and Quality Food for Consumers
Description: Detect, characterize, determine the origin and fate of food safety hazards on the farm and throughout food production systems and develop strategies for their control; develop knowledge and strategies to enhance food quality to meet consumer expectations; develop knowledge to enhance and preserve nutritional value throughout the food chain; build the knowledge base in support of the development

of functional foods and nutraceuticals; develop new processing platform technologies to improve production efficiency and deliver safe, nutritious and quality food; and identify, characterize and optimize bioactive components products that will contribute to the development of products to improve health, vitality and reduce risk of both chronic and acute diseases.
Topics: Consumer expectations, development, nutrition.
Program Record Number: AAFC 6200

Food Quality Systems
Description: Includes information relating to the development of food quality assurance systems throughout the chain, capacity within the industry to verify.
Topics: Food quality assurance.
Program Record Number: AAFC 6300

Food Safety Systems
Description: Includes information relating to the development and implementation of on-farm Hazard Analysis and Critical Control Points (HACCP)-based systems, development and implementation of HACCP-based systems throughout the chain, capacity within the industry to verify.
Topics: Food safety systems, hazard analysis.
Program Record Number: AAFC 6400

Identity Preservation, Tracking and Tracing Systems
Description: Includes information relating to the development of tracking and tracing systems throughout the chain including provision of financial assistance, capacity within the industry to verify, promotion of e-commerce and Internet use at all levels of the agri-food value chain, breeder and buyer protection under Animal Pedigree Act, creation of domestic structures, promotion of genetic innovations, and branding Canadian genetics.
Topics: Identity preservation, tracking system.
Program Record Number: AAFC 6500

Information to Consumers
Description: Includes information relating to stakeholder for a (Canadian Partnership for Consumer Education), public opinion research and tracking, communication tools, assistance for the agri-food sector in development of accurate public communications on the safety and reliability of Canadian Agri-Food Products.
Topics: Information to consumers, stakeholders, communication.
Program Record Number: AAFC 6600

Integrated Food Safety Strategy Development
Description: Includes information which supports the production, processing and distribution of safe and reliable food to meet the needs and preferences of consumers.
Topics: Production, processing, distribution.
Program Record Number: AAFC 6000

Policy and Strategy Development
Description: Includes information relating to common federal policy, Federal, Provincial coordination, research international initiatives (initiatives of other countries) aimed at food safety and quality.
Topics: Federal policy, research international initiatives.
Program Record Number: AAFC 6700

Renewal
Description: Includes information for agriculture families on access to assistance aimed at developing the skills and knowledge to help them thrive in the 21st century and to respond to consumer and market demands; training which will help increase their profitability through on-and-off farm opportunities and opportunities to help them improve family income. Specifically, this information relates to farm business advisory services, capturing opportunities from science and innovation, benchmarking and best management practices.
Topics: Canadian Farm Business Advisory Services (CFBAS) including Farm Business Assessment (FBA) and Specialized Business Planning Services (SBPS); Planning and Assessment for Value-Added Enterprises (PAVE).
Program Record Number: AAFC 5400

Skills
Description: Includes information on services designed to help farmers and their spouses increase their family income through improved farm practices or increased off-farm income. Another facet of the Renewal skills initiative is the provision of support to organizations involved in farm skills development and enhancement of the sector's skills and learning infrastructure.
Topics: Canadian Agricultural Skills Services (CASS), Canadian Farm Business Management Council (CFBMC), Canadian 4-H Council, Canadian Young Farmers Forum, Canadian Agricultural Safety Association, and Agriculture Sector Council.
Program Record Number: AAFC 5000

Innovation/Science Team

Business Climate, Policies and Regulations

Description: Includes information relating to the implication of human resource, policy and regulatory constraints and issues related to investment, growth and competitiveness in the sector, provision of rapid response teams to address irritants identified by agri-food and life science sector firms and providing case by case problem solving.
Topics: Policies, regulations, business climate.
Program Record Number: AAFC 5200

Development and Adoption of New Value-Added Bioproducts and Bioprocesses

Description: Includes research and development and technology transfer relating to bioproducts and bioprocesses such as bioenergy, biomass conversion, biochemicals, and underlying fundamental R&D in biochemistry, natural products chemistry, genomics and proteomics.
Topics: Natural products chemistry, biochemistry, genomics, bioproducts.
Program Record Number: AAFC 4300

High Quality Personnel

Description: Includes information relating to entrepreneurial skill requirements, sector capacity and gaps.
Topics: Entrepreneurial skills, sector capacity.
Program Record Number: AAFC 5300

Innovation and Discovery

Description: Includes information relating to the development and adoption of agricultural products, processes, technologies and services.
Topics: Innovation, discovery.
Program Record Number: AAFC 4100

Innovation for Growth

Description: Includes information which fosters innovation in the development of food and other related agricultural products and services that capture opportunities in diversified domestic and global markets.
Topics: Innovation, growth.
Program Record Number: AAFC 4000

Markets and Trade Team

Awareness Building

Description: Includes information relating to the development and delivery of targeted branding and investment promotion materials and tools, promotion of Canada's advantages through missions, signature events and branding initiatives (including seminars, conferences and assistance provided to industry.
Topics: Awareness building, promotion.
Program Record Number: AAFC 4610

Branding Canada

Description: Includes information relating to the development and implementation of a branding strategy, participation in Team Canada Inc Brand Canada program.
Topics: Branding.
Program Record Number: AAFC 4600

International Development

Description: Includes information relating to strategic alliances, technical and capacity building assistance to brand Canada and develop common ground with developing countries; developing international leadership through policy positions at multilateral fora.
Topics: International development/leadership, developing countries, strategic alliances.
Program Record Number: AAFC 4700

Building Markets

Description: Includes information relating to the development of strategies for emerging and established markets, contributing to the Government's International Business Development Strategy (Team Canada Inc), market intelligence and analysis, export trade development and promotion (e.g., Team Canada Inc/Agri-Food Trade Service exporter development services, missions, international events, trade shows), expanded representation in the US and abroad; efforts aimed at maximizing and capturing opportunities for Canadian producers in both domestic and international markets; and work with the value chain roundtables to brand Canada's agriculture and food sector and ensure that Canada's excellence is recognized around the world.
Topics: International market, strategy, opportunities.
Program Record Number: AAFC 4800

Sector Development and Analysis

Description: Includes commodity sector — from traditional ones (ex. grains, dairy) to emerging sectors (ex. functional foods) — information relating to market systems, policy and regulatory analysis and advice in support of sustainable value chain development, and to industry, market and competitive information collection and analysis to help the sector develop the ability to respond in an integrated way to market demands for safety and quality.
Topics: Sector, development, analysis, industry intelligence.
Program Record Number: AAFC 4900

International Science Cooperation
Description: Includes information relating to the development of new knowledge contributing to AAFC's scientific role in the world by managing a database of international scientific activities, developing strategies for cooperation with key countries having strong public sector and international component; science advice in support of increased trade and international development by identifying most important countries, and for each, determine science priorities for supporting objectives of APF: and, support AAFC and Canada international commitments for key priorities.
Topics: Cooperation with key countries.
Program Record Number: AAFC 4810

Investment
Description: Includes information related to targeted investment promotion programs, in collaboration with partners, encouragement of world class firms to invest in Canada through ongoing liaison and identification of opportunities, matching emerging ideas/technologies in the life sciences with potential investors.
Topics: Retention, expansion, investment.
Program Record Number: AAFC 4920

Technical Trade Issues
Description: Includes information relating to the improvement of Agriculture and Agri-Food Canada's capacity to analyze and negotiate technical trade issues and opportunities, active participation on technical issues in the international arena.
Topics: Technical trade.
Program Record Number: AAFC 7800

Market Access
Description: Includes information relating to impediments to domestic and international trade, trade advocacy initiatives, bilateral, regional and multilateral agriculture negotiations and resolution of trade disputes, management of bilateral trade relationships and resolution of market access issues.
Topics: Impediments to domestic and international trade, trade disputes, market access.
Program Record Number: AAFC 7900

Enabling Teams

Asset Management Team

National Emergency Management and Business Continuity Planning Program
Description: Coordination with Federal, provincial/territorial and international partners in response to a National Emergency. Departmental Business Continuity Planning Program and related facility business continuity plans.
Topics: Emergency coordination with Public Safety and Emergency Preparedness Canada and provinces/territories and federal organizations, Disaster Financial Assistance Agreement (DFAA), National Exercise Program, Critical Infrastructure Protection, NATO-Food and Agriculture Planning Committee (FAPC) and the Chemical, Biological, Radiological, Nuclear (CBRN) Research and Technology Initiative (CRTI).
Program Record Number: AAFC 225

Engineering and Environmental Services
Description: Information on delivery of long-term major capital program, engineering support to infrastructure, and delivery of central agencies programs such as Underground Storage tanks, contaminated sites, energy consumption, and data on key indicators.
Topics: Engineering, infrastructure.
Program Record Number: AAFC 250

Facilities Management
Description: Information pertaining to day-to-day building operations, minor capital delivery, maintenance of equipment, buildings and infrastructure, and minor repairs.
Topics: Facilities management, building operations.
Program Record Number: AAFC 275

Leased Accommodations
Description: Information on office leases including current and future planning, requirements for expansion, allocation of space, floor layouts and office design.
Topics: Office leases.
Program Record Number: AAFC 280

Life-cycle Management
Description: Information on life-cycle management (e.g., procurement activities, contracts, requests for services, inventory, maintenance, disposal) of assets under AAFC's control. Includes management of capital assets which are high value moveable items valued over $10,000 such as major technical equipment, vehicles, and machinery.
Topics: Procurement, contracts, requests.
Program Record Number: AAFC 200

Materiel Management
Description: Information on requirements, procurement, cataloguing, acquisition, distribution, storage, maintenance and disposal of materiel.

Topics: Materiel management.
Program Record Number: AAFC 300

Real Property
Description: Documents pertaining to the acquisition and disposal of lands and buildings, leases and easements, licenses of occupation, property taxes, accommodation, federal identity for facilities, titles holders, heritage properties, First Nations consultations and land claims.
Topics: Acquisition, disposal of lands.
Program Record Number: AAFC 325

Security
Description: Physical security (including threats and risk assessment, guards services, access to buildings, contingency planning, investigations, protection, theft, vandalism), personnel security (including security clearances and reliability checks, building passes, employee identification cards), information technology security (including electronic network monitoring logs), visits and visitors, inspections, surveys, regulations and orders.
Topics: Physical security, personnel security.
Program Record Number: AAFC 350

Communications & Consultations Team

Advertising
Description: Information on development of promotional materials, development of public awareness materials, requests for advertising, Canadian Agriculture and Food Celebration (CAFC), Government Advertising Committee (GAC), advertising approvals, advertising procedures, advertising development and production.
Topics: Advertising, promotions.
Program Record Number: AAFC 675

E-Communications
Description: Information on management and development of the Department's corporate Web site (AAFC online), AgriSource (intranet) and multimedia projects.
Topics: Website, multimedia.
Program Record Number: AAFC 750

Internal Communications
Description: Information on advice and support of internal communications issues. Development of internal communications tools and products, monitoring and evaluating of internal communications initiatives within the Department.
Topics: Internal, communications.
Program Record Number: AAFC 655

Publishing, Translation and Text Revision Services
Description: Information on management of corporate publishing projects, advice, quality control, development, and delivery on all matters related to publishing, including the coordination and implementation of the AAFC graphic standards, the Federal Identity Program (FIP) policy and guidelines, corporate identity and branding guidelines. Also, information on the management of translation services for the Department and the coordination of revision activities.
Topics: Translation, publishing, revision.
Program Record Number: AAFC 775

Operations and Outreach
Description: Information on drafting and approval of speeches, Minister's column, messages from the Minister, consultations, public opinion research, coordination of venues and logistics. Information on AAFC programs, services and facilities as provided during fairs, exhibits and conferences by the Corporate Exhibits Program and the Rural Exhibits Program. Information on management of outreach programs to promote departmental programs and services.
Topics: Exhibits, fairs.
Program Record Number: AAFC 725

Media Relations
Description: Information on media lines process, news releases, announcements, media interviews, analysis of news coverage, and media training. Management of media calls from across Canada and queries from the public.
Topics: Media, coverage.
Program Record Number: AAFC 700

Strategic Planning, Advice and Coordination
Description: Information on development, control and monitoring of communication strategies, key activities and messages, diversity in communications materials, communications support for AAFC programs (including Agriculture Policy Framework information), risk communication (including crisis and emergency communication), communication management and coordination, and regional communications operations.
Topics: Communication, strategic.
Program Record Number: AAFC 650

Finance Team

Accounting
Description: Information relating to accounting systems, account reports, balance sheets, financial

statements, appropriations and disbursements, registers, cost accounting, and statements of revenue.
Topics: Accounting, finance.
Program Record Number: AAFC 825

Accounts Payable
Description: Information pertaining to any monies owed by Agriculture and Agri-Food Canada as a result of a purchase of goods or services from an outside source on a credit basis. Includes information such as invoices, vouchers, ledgers and registers, imprest accounts, advisory, professional and technical services rendered to the Department, services to other institutions, statements, utilities, abstracts, bills of lading, cheque requisitions, contracts, credits to advances, purchase orders and requisitions including local, refunds, travel claims, travel advance and mileage allowances.
Topics: Accounts payable, invoices.
Program Record Number: AAFC 850

Accounts Receivable
Description: Information related to any monies owed to Agriculture and Agri-Food Canada as a result of a purchase of goods or services from it on a credit basis, or as a result of a refund for the return of goods and containers. Information includes credit notes, ledgers and registers including refund and drawbacks ledgers, statements, bills, credits, official receipts, sales slips from all sources including accounts recoverable from concessions, claims, fees, rentals.
Topics: Accounts receivable, refunds, credits.
Program Record Number: AAFC 875

Budgets and Estimates
Description: Information pertains to budget forecasts by Agriculture and Agri-Food Canada, or any of its organizations, of its expenditures and revenues for a specified time period, financial planning, budget management, forecasting and variance analysis, budgetary approval, institutional budgets and estimates, team budgets and estimates.
Topics: Budgets, financial planning, forecasting.
Program Record Number: AAFC 900

Employee Relocation
Description: Information related to the reimbursement of relocation expenses in accordance with the Treasury Board Relocation Directive.
Topics: Employee relocation.
Program Record Number: AAFC 925

Finance and Resource Management
Description: Information on departmental resource allocation process; acquisition card administration; financial policy development; financial planning, budgeting, forecasting and variance analysis; collection, validation and reconciliation of financial information for internal and external reporting; accounts payable and accounts receivable processing; employee relocation; acquisition card administration; gating, sampling and monitoring pursuant to section 33 of the Financial Administration Act; Treasury Board submissions and Memoranda to Cabinet; key financial documents include the monthly Financial Situation Report, Public Accounts, Financial Statements, the Report on Plans and Priorities and the Departmental Performance Report; and Financial policy development, dissemination and training.
Topics: Finance, resource management, allocation.
Program Record Number: AAFC 800

Financial Audits
Description: Information related to external audits and/or program evaluations conducted by a central agency, common service agency or by the Auditor General, internal audits and/or program evaluations.
Topics: Financial audits.
Program Record Number: AAFC 950

Human Resources Team

Classification
Description: Occupational groups and categories, relative salaries, pay rates, classification standards, classification review, application of standards, conversion of positions, development, review and promulgation of classification standards, and classification delegation, corporate classification, executive classification.
Topics: Classification, categories, groups.
Program Record Number: AAFC 1125

Diversity
Description: All aspects of employment equity, including enabling equitable representation of women, Aboriginal people, members of visible minority groups, and persons with disabilities. Includes records related to workforce survey questionnaires, workforce analyses, reviews of employment systems, employment equity plans, including monitoring of implementation, employment equity activities and information provided to employees.

Topics: Diversity, equity, minority groups.
Program Record Number: AAFC 1150

Employee Benefits
Description: Compensation and benefits packages, annual leave, statutory holidays, life insurance, severance packages, retirement, hours of work and overtime.
Topics: Employee benefits.
Program Record Number: AAFC 1175

Health and Safety
Description: Health and safety awareness programs, accident claims and investigations, Employee Assistance Program (includes policy and routine information relating to contracts for outside services, advice, medical diagnosis, referrals, training, monitoring and audits).
Topics: Health and safety, accident, medical.
Program Record Number: AAFC 1200

Human Resources Planning
Description: The planning, management and development of Agriculture and Agri-food Canada's human resources; and the corresponding development of planning guides, templates, demographic dashboards and other HR planning tools to facilitate the Department's planning process.
Topics: Human resources planning.
Program Record Number: AAFC 1100

Official Languages
Description: The Official Languages data includes: training applications; enrolment and attendance records; cost of language training, second language proficiency requirements; second language evaluation results; approved extensions and exemptions to meeting official languages requirements; and AAFC official languages policies and guidelines.
Topics: Official languages, training.
Program Record Number: AAFC 1225

Staff Relations
Description: Employee-management relations and services, certification, designated employees, strikes and work stoppages, administration of grievance adjudication, anti-discrimination complaints, appeals, collective agreements (includes guidelines, interpretations, agreements by category), discipline (includes policy and routine information relating to misconduct, intoxication, misuse of government property), managerial and confidential exclusions (includes casual, part time, managerial and confidential exclusions from collective bargaining agreements), union relations (includes use of employer's facilities, union dues.).
Topics: Staff relations, grievances, strikes, collective agreements, union.
Program Record Number: AAFC 1250

Staffing
Description: Delegated staffing, selection standards, statements of merit criteria, work descriptions, language results, security confirmation, proof of education, recruitment programs, advertised processes and exams, screening board reports, and documentation related to the Priority Administration System (includes priority lists), Public Service Staffing Advertisements & Notifications, co-operative programs with universities and colleges, Federal Student Work Experience Program, work experience.
Topics: Staffing, recruitment.
Program Record Number: AAFC 1275

Learning and Development
Description: Administration of training and learning functions and activities, directives, Human Resources development plans and programs, learning plans, orientation, training schedules, internal and external courses, policy and routine information relating to performance appraisals, and career management.
Topics: Training, learning and development, orientation, courses, competencies, performance management, organizational development, teambuilding, required training.
Program Record Number: AAFC 1300

Corporate Management

Access to Information and Privacy
Description: Information relating to requests for access to records under the Access to Information Act and the Privacy Act, privacy impact assessments, reports, registrations, and complaints.
Topics: Access requests, Access to Information Act, Privacy Act.
Program Record Number: AAFC 1425

Information Systems Team

Forms Management
Description: Information relating to the analysis, design and control, identification, authorization, review, preparation and physical characteristics of forms.
Topics: Forms management, information.
Program Record Number: AAFC 1450

Information Management and Technology
Description: Information relating to technological tools, electronic document management systems, portal technology, knowledge management strategies, information technology strategies, web content management, and business intelligence tools.
Topics: Information management, business intelligence.
Program Record Number: AAFC 1400

Library
Description: Information related to the delivery of library services, documentation and reference services, and research tools.
Topics: Library, references, research.
Program Record Number: AAFC 1475

Mail and Distribution
Description: Information pertaining to the delivery of mail, messenger and postal services, bulk payment system, liaison with public and private service providers, mailing lists, and registers and registration related to mail.
Topics: Mail, distribution, postal services, messenger.
Program Record Number: AAFC 1500

Records Management
Description: Information related to the management of Departmental records and documents, records and document classification, records retention, disposition of records, disposition authorities, lists, indices and registers of files or records destroyed, information on essential records program and protection of essential records, micrographics and imaging program.
Topics: Records management, document classification, records retention.
Program Record Number: AAFC 1525

Systems and Operational Support
Description: Information related to electronic systems development, maintenance, and technical assistance (includes information relating to problem ticket systems) for office systems and databases that support common administrative functions.
Topics: Systems, operations support, technical assistance.
Program Record Number: AAFC 1550

Policy & Planning Team

Policy Analysis and Planning
Description: Includes information relating to Departmental policy and planning initiatives, Team policy and planning initiatives, development and maintenance of the Department's forward planning agenda, development and maintenance of the Department's strategic and business planning and accountability frameworks, departmental progress and performance measures against plans and policy objectives.
Topics: Policy analysis, planning initiatives.
Program Record Number: AAFC 1650

Program Delivery Team

Advancing Canadian Agriculture and Agri-Food (ACAAF) Program
Description: Includes information created, collected or received by Agriculture and Agri-Food Canada to support and document processes, transactions and other activities related to the implementation of the national and regional components of the ACCAF program.
Topics: Applications for participation, application review processes, contribution agreements between AAFC and project proponents, monitoring and evaluation reports and database programs for tracking purposes.
Program Record Number: AAFC 2010

Plum Pox Eradication Program (PPEP)
Description: Includes information created, collected or received by Agriculture and Agri-Food Canada to support and document processes, transactions and other activities related to the implementation of the Plum Pox Program.
Topics: Plum Pox Program, eradication.
Program Record Number: AAFC 2200

Program Delivery and Monitoring
Description: Includes information created, collected, or received by Agriculture and Agri-Food Canada to support and document business functions, programs, processes, transactions, services, and all other activities uniquely or specifically assigned to Agriculture and Agri-Food Canada through legislation, regulation, or policy.
Topics: Application for participation from Canadian agricultural procedures, contribution agreements between AAFC and the participating provinces; financial information and reports; database programs for tracking purposes.
Access: Access by personal identification number.
Format: Electronic and paper.
Program Record Number: AAFC 2000

Tobacco Adjustment Assistance Program
Description: Includes information created, collected or received by Agriculture and Agri-Food Canada to support and document processes, transactions and other activities related to the

implementation of the TAAP in Ontario and Quebec.
Topics: Tobacco assistance, TAAP.
Program Record Number: AAFC 2500

Corporate Offices

Audit & Evaluation Team

Audit and Evaluation
Description: Includes information, working papers and reports of the: effectiveness, efficiency and economy of programs, policies and operations, risk management, control and governance processes; design, delivery and performance of program and policies; and corrective action taken on external audits and evaluations.
Topics: Audit, evaluation.
Program Record Number: AAFC 500

Canadian Pari-Mutuel Agency

Canadian Pari-Mutuel Agency (CPMA)
Description: The CPMA is responsible for providing daily auditing of all betting activities; for providing expertise, and conducting research in the areas of photo-finish, video race patrols, totalizer systems and equine drug control. The agency also ensures 99.9 per cent accuracy in all betting transactions; provides efficient and effective pari-mutuel supervision within the resource level of the federal levy and provides and promotes services that contribute to the positive image of racing.
Topics: Auditing, betting, racing.
Program Record Number: AAFC 8000

Pari-Mutuel Supervision
Description: Information on the regulation and supervision of pari-mutuel betting on horse races.
Topics: Daily pari-mutuel betting activities; pool distribution; investigation reports into alleged race fixing; betting dates; tests of totalizator equipment; race track facilities; racing commissions; conferences; betting systems; betting permits; security of bets and betting data; federal levy on wagering.
Access: Files arranged by racing associations, topic, event and date.
Program Record Number: AAFC 8100

Race Surveillance
Description: Information on the surveillance of horse races.
Topics: Daily supervision reports; photo finish service; race patrol service; drug control service.
Access: Files arranged by racing association, event and date.
Format: Film, videotapes and photographic print.
Program Record Number: AAFC 8200

Surveillance Research
Description: Information on all aspects of research into race track surveillance.
Topics: Diagnostic activities; drug detection; recording of races on video tape; effect of drug administration on horses.
Access: Files arranged by drug study.
Format: Videotapes, digital and analog photographic prints and hard copy reports.
Program Record Number: AAFC 8300

Executive Offices

Deputy Minister's Office
Description: Includes information created, collected, or received by Agriculture and Agri-Food Canada to support and document internal administrative and service-oriented functions that are common to or shared by all federal government institutions. Includes general administrative correspondence and correspondence management, general information relating to meetings and seminars, internal office procedures and office services, duplication and reproduction services.
Topics: Administrative correspondence, internal office procedures.
Program Record Number: AAFC 100

Rural & Co-operatives Secretariats

Models for Rural Development and Community Capacity Building and Networking Initiative
Description: The testing of approaches to community development and community capacity building undertaken under Models for Rural Development and Community Capacity Building will contribute to the understanding of what approaches work in rural, remote and northern communities. The information collected will be used to inform all levels of government to support their decisions on programs and services for rural Canadians, as well as future policy directions. This information will also benefit individuals and organizations involved with community development and capacity building.
Topics: Proposals from proponents; contribution agreements between AAFC and the proponents: financial information and reports; database program for tracking purposes.
Program Record Number: AAFC 10000

Co-operative Development Initiative (CDI)
Description: The Cooperatives Development Initiative (CDI) provides technical advice and assistance to individuals, groups and communities wishing to develop new co-operatives or strengthen existing ones, as well as providing funding to research and test innovative applications of the co-operative model in areas of federal priority. The CDI has two components: Advisory Services are available in all provinces and territories, in both official languages and are designed to improve the availability and accessibility of advisory services provided by the Canadian co-operative sector; the Innovation and Research component provides funding to individuals, groups and communities who wish to study or demonstrate innovative uses of the co-operative model. Expected applicants include individual cooperatives and co-operative associations and federations; community economic development groups; aboriginal communities; social development groups; and research and learning institutes engaged in co-operative research.
Topics: Proposals from applicants; contribution agreements between AAFC and the proponents; financial information and reports; database program for tracking purpose.
Program Record Number: AAFC 8200

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy
Accounts and Accounting
Audits
Budgets
Buildings
Buildings and Properties
Classification of Positions
Co-operation and Liaison
Employment and Staffing
Equipment and Supplies
Finance
Furniture and Furnishings
Hospitality
Human Resources
Lands
Occupational Health, Safety and Welfare
Office Appliances
Official Languages
Pensions and Insurance
Proactive Disclosure
Procurement
Relocation
Salaries and Wages
Training and Development
Travel
Utilities
Vehicles

Particular Personal Information Banks

Horizontal Teams

Environment Team

Soil and Water Conservation Programs
Description: Programs and activities which involve the storage of personal information include the PFRA Shelterbelt Program, the Southwest Saskatchewan Irrigation Projects, the Irrigation Demonstration Program, the Community Pasture Program, the Soil and Water On-Farm Activities, including the Rural Water Development and Soil Conservation Programs.
Class of Individuals: Prairie farmers.
Purpose: The information is used to administer programs on stabilizing and rehabilitating lands sub-marginal for cereal production and conserving and storing water on the drought-prone prairies.
Consistent Uses: Information may also be used to garnish payments received by individuals under several Agriculture and Agri-Food Canada programs. This activity would be made under the Family Orders and Enforcement Assistance Act.
Retention and Disposal Standards: Records are held for 53 to 66 years after the file was created, and then transferred to National Archives.
RDA Number: 2001/019
Related PR#: AAFC 2000
TBS Registration: 001719
Bank Number: AAFC PPU 220

Soil Conservation Survey of Attitudes
Description: This bank contains the results of surveys conducted in order to determine farmers' attitudes towards soil conservation, and to understand the limitations of soil conservation activities as perceived by farmers.

Class of Individuals: Prairie farmers who have received technical, financial and material assistance from the Soil Conservation Program and prairie farmers whose farms are located in the vicinity of Prairie Farm Rehabilitation Administration groups.
Purpose: The survey provides baseline data for future evaluations and the subsequent progression of soil conservation activities. This information is used to evaluate the level of satisfaction of farmers who received services under the Soil Conservation Program and the program's effectiveness, according to farmers, in sustaining soil resources. The results will be used to evaluate the existing programs and to develop future programs.
Consistent Uses: Personal data will be cross-referenced with responses from the survey in order to assess the relative needs of certain target groups. The evaluation of the needs assessment may be used in revising existing programs as well as in the development of future programs.
Retention and Disposal Standards: Records are retained for five years after the survey, and then transferred to National Archives.
RDA Number: 2001/019
Related PR#: AAFC 3200
TBS Registration: 002583
Bank Number: AAFC PPU 350

Innovation/Science

Applications for Employment

Description: This bank contains information on individuals who have submitted written applications for employment as a research scientist, veterinarian agricultural officer or primary products inspector with Agriculture and Agri-Food Canada. The files contain letters, completed application forms, résumés, letters of reference, letters from Agriculture and Agri-Food Canada acknowledging receipt of applications.
Class of Individuals: The bank contains personal information concerning individuals who are interested in securing employment with Agriculture and Agri-Food Canada and who meet the basic requirements for the above-mentioned positions.
Purpose: These records are used for referral when vacancies arise.
Consistent Uses: To maintain current inventories within the Department.
Retention and Disposal Standards: The information is updated regularly at the request of the applicant. The research Branch manages the inventory of applicants for research scientist positions, and the Food Production and Inspection Branch manages the inventories for veterinarian, agricultural officer and primary products inspector positions. Records are maintained on an active basis for varying periods according to the specific inventory, and they can be reactivated at the request of the applicant. These files are retained indefinitely.
RDA Number: 98/005
Related PR#: AAFC 1275, 5300
TBS Registration: 002703
Bank Number: AAFC PPU 360

Inventory of Canadian Agri-Food Research

Description: This bank contains information on agricultural food, human nutrition, and Aquaculture and related biotechnology research projects under way in Canada. This includes research by federal and provincial governments, colleges, universities, corporations and private organizations.
Class of Individuals: All persons conducting agricultural and food research.
Purpose: To provide a current and retrospective inventory on research in agriculture and food and to produce a summary publication of person-year effort in agricultural research.
Consistent Uses: The inventory is used to manage and allocate resources and to answer queries on agri-food research.
Retention and Disposal Standards: These files are retained indefinitely.
RDA Number: 2002/012
Related PR#: AAFC 4100
TBS Registration: 000895
Bank Number: AAFC PPU 130

Visiting Fellowship Applications and Records

Description: This bank contains applications by and records about individuals seeking visiting fellowships in the department. It includes personal information about the applicants and details about their education and experience.
Note: The information is collected and distributed by the Natural Sciences and Engineering Research Council which administers this program on behalf of participating departments.
Class of Individuals: Individuals who received their doctoral degrees in the natural sciences or engineering no earlier than five years prior to the application deadline, or who expect to complete their doctoral degrees no later than 14 months following the application deadline.
Purpose: The information is used to assess and rank the applicants' qualifications against identified fellowship needs within the department.

Consistent Uses: The information is used to select the best qualified persons for fellowships within the department.
Retention and Disposal Standards: Unsuccessful files are retained for two years following the application deadline and successful files are retained for five years following the application deadline.
RDA Number: 2003/015
Related PR#: AAFC 5300
TBS Registration: 002288
Bank Number: AAFC PPU 137

Markets and Trade Team

Animal Pedigree Act

Description: This bank contains information on the breed associations and clients' correspondence pertaining to the Animal Pedigree Act (APA) such as breed associations' names and addresses, telephone numbers, etc.
Class of Individuals: Breed Associations.
Purpose: This bank is used to monitor the breed associations and to store information on inquiries into the APA and the specific breed associations.
Consistent Uses: This bank is used to ensure that the breed associations are operating in compliance with the APA.
Retention and Disposal Standards: Files are retained for 10 years from the date the file was created, and then destroyed or transferred to National Archives.
RDA Number: 2004/010
Related PR#: AAFC 7500
TBS Registration: 002939
Bank Number: AAFC PPU 252

Tobacco Transition Adjustment Initiatives (TTAI)

Description: The bank is no longer active but contained information on client's names, addresses and quota information on tobacco producers in New Brunswick, Nova Scotia and Prince Edward Island who had applied for assistance in terminating tobacco production.
Class of Individuals: Tobacco producers in New Brunswick, Nova Scotia and Prince Edward Island.
Purpose: The information was used to determine eligibility and make payments under the Tobacco Diversification Plan's Tobacco Transition Adjustment Initiatives.
Consistent Uses: None
Retention and Disposal Standards: Files will be kept for up to 10 years (PEI/NS/NB – 2006) following project expiry, and then transferred to National Archives for selective retention.
RDA Number: 2001/007
Related PR#: AAFC 4700
TBS Registration: 002033
Bank Number: AAFC PPU 270

Enabling Teams

Asset Management Team

Goods, Services and Construction Contracts under Agriculture and Agri-Food Canada Authority

Description: This bank is maintained by the assets Management and Capital Planning Section to record information on services contracts awarded under Agriculture and Agri-Food Canada authority in compliance with the Financial Administration Act and Treasury Board and internal departmental directives.
Class of Individuals: Individuals or firms engaged in contracting with Agriculture and Agri-Food Canada.
Purpose: The bank is used to monitor, analyze and report departmental contracting activities.
Consistent Uses: These records are also used during auditing functions.
Retention and Disposal Standards: Information in this bank is retained for five years after the fiscal year of completion and non-renewal of a contract, and is then destroyed.
RDA Number: 2001/013
Related PR#: AAFC 280
TBS Registration: 002046
Bank Number: AAFC PPU 202

Identification and Access Control Cards

Description: This bank contains photographs, signatures, surnames and given names, date of birth and card numbers for AAFC staff and others who occupy AAFC buildings or who require routine access. The bank also contains information related to the access/egress to the buildings by cardholders. The identification/access control card information is collected by means of an application form and is stored in an automated database. Records are accessible by providing full name and date of birth.
Class of Individuals: Employees of AAFC and other departments who occupy AAFC space as well as contractors who require access to the building on a routine basis.
Purpose: The purpose of this bank is to maintain information related to the issuance, cancellation and use of identification and access cards. For safety and security reasons the cards are used to control building access and to certain areas within

the buildings and to provide security and safety to the occupants and assets of the buildings.
Consistent Uses: Issuance of identification and access control cards. Information may be used to produce reports for statistical analysis or for incident investigation.
Retention and Disposal Standards: Information related to access to the AAFC buildings is collected solely for safety and security reasons. Information collected during core hours is purged on a daily basis. Information collected during silent hours and on entry control logs is retained for 2 years for investigation purposes and is then destroyed. Identification records are retained for 5 years after release from the department and are then destroyed.
RDA Number: 98/001
Related PR#: AAFC 350
TBS Registration: 003981
Bank Number: AAFC PPU 211

Real Property Legal File
Description: This bank contains land grants, deeds, titles, leases and easements.
Class of Individuals: Property owners, proprietors, tenants, licensees, lessees.
Purpose: Information is used to conclude land transactions and for economic cost management of real property holdings.
Consistent Uses: The information is also used to maintain legal records of holdings and transactions, and for cost control.
Retention and Disposal Standards: Records are retained for a minimum of two years and then transferred to National Archives when they are of no further value to Agriculture and Agri-Food Canada. Original documents are retained in provincial or court registry offices.
RDA Number: 2001/013
Related PR#: AAFC 325
TBS Registration: 002290
Bank Number: AAFC PPU 345

Mailing Lists
Description: This bank contains mailing lists with the names and addresses of individuals, academic and farming organizations, firms, companies, group, etc.
Class of Individuals: Individuals, academic and farming organizations, firms, companies, groups, government officials, etc.
Purpose: To maintain standard lists of individuals, organizations, groups, businesses, etc. for the purpose of mailing publications, reports, newsletters, press releases and other documentation on departmental activities and programs.
Consistent Uses: The information is used to mail and distribute documentation to individuals on the mailing lists. Use of the mailing lists will be based on one of the following criteria: 1) The individuals were informed that their names and addresses would be used for that purpose. 2) The use of the names and addresses for a mailing list is authorized by legislation or a regulation. 3) The individuals have consented to being on a mailing list and/or to having additional information distributed to them. 4) It is clearly to the benefit of the individual or in the general public interest to distribute the information (this would only occur in exceptional circumstances).
Retention and Disposal Standards: Records are updated continuously and the information is kept up to when superseded.
RDA Number: 2001/019
Related PR#: AAFC 1500
TBS Registration: 002695
Bank Number: AAFC PPU 204

Communications & Consultations Team

Surveys
Description: From time to time, agricultural and non-agricultural surveys are carried out by the Department to obtain information. These agricultural surveys include information on the socio-economic characteristics of farm operators and information relating to crops, livestock, poultry, machinery, farm operating expenses and agriculture receipts. The non-agricultural surveys include information on production, inventory and sales in the fruit, vegetable and dairy processing sectors. The bank also contains information from the grain and oilseed industries and the agri-food sectors. Program evaluations routinely collect information from the agricultural sector relating to program performance. Other similar surveys may occur as the need arises.
Class of Individuals: Producers, processors, distributors, wholesalers and retailers.
Purpose: This bank provides a base inventory of Canadian agriculture, as well as information for production, marketing, administrative and policy decisions.
Consistent Uses: The results of the surveys will be used to provide statistics which will assist the various branches in assessing the relevance and impact of Agriculture and Agri-Food Canada programs, and the extent to which these have successfully achieved their objectives.

Retention and Disposal Standards: Each survey will be retained for a minimum period of five years after the survey is completed. They are then transferred to National Archives for selective retention.
RDA Number: 2001/013
Related PR#: AAFC 2000
TBS Registration: 001877
Bank Number: AAFC PPU 193

Finance Team

Expenditure Accounts – Public

Description: This bank contains information such as claims, authorizations, expense reports, receipts, cheque requisitions, advances, correspondence and other supporting documents relating to expenses being reimbursed, fees being paid, claims being settled, and other payments. This bank also contains personal information (i.e. name, address, and SIN) for individuals requiring a tax information slip (e.g. AGR.1) and T4As.
Class of Individuals: Contractors engaged by Agriculture and Agri-Food Canada and farmers receiving various forms of payments from the Department.
Purpose: The bank is used for the payment of invoices and claims to contractors engaged by the Department and farmers receiving various forms of payments from the Department. The SIN is required for inclusion on tax information slips, T4As, and on tax information files that the department must send to Canada Revenue Agency and Revenue Quebec.
Retention and Disposal Standards: Records are retained for six years after fiscal year of the last administrative use, and then transferred to National Archives for selective retention.
RDA Number: 2001/019
Related PR#: AAFC 850
TBS Registration: 002286
Bank Number: AAFC PPU 335

Revenue Accounting and Control

Description: This bank is used for managing the accounts receivable system to effect cost recovery on behalf of Agriculture and Agri-Food Canada. Related information is maintained to administer these responsibilities.
Class of Individuals: Private sector individuals to whom invoices are issued, to record their indebtedness to the Department.
Purpose: Information is used to manage the granting of credit by the Department to individuals and the collection of revenues owing to the Department. The collection of revenues may involve the use of Private Collection Agencies and the provision to them of information provided by the individuals.
Consistent Uses: Information may be used to recover debts due to the Department by set-off against any payment made by the Crown to individuals. Information may also be used to garnish payments received by individuals under several Agriculture and Agri-Food Canada programs. This activity would be made under the Family Orders and Enforcement Assistance Act.
Retention and Disposal Standards: Records are retained for six years after the fiscal year of the last administrative use, and then transferred to National Archives for selective retention.
RDA Number: 2001/019
Related PR#: AAFC 875
TBS Registration: 002287
Bank Number: AAFC PPU 340

Human Resources Team

Governor-in-Council/Ministerial Personnel Records

Description: This bank contains manual and computerized information on current, former and possible incumbents of executive positions occupied by Governor-in-Council (GIC) or Ministerial appointees. Records include letters of recommendation, correspondence, memoranda, education, and employment history of GIC and Ministerial appointees and potential candidates for these positions.
Class of Individuals: Individuals, employees of the Department, or senior officials of various Associations.
Purpose: To support the requirements of the appointments officer in their role of identifying candidates and the maintenance of information of these executive appointments for various Boards or Council.
Consistent Uses: For appointments only.
Retention and Disposal Standards: Two years after last administrative use and then transferred to National Archives.
RDA Number: 98/005
Related PR#: AAFC 1275
TBS Registration: 004009
Bank Number: AAFC PPU 500

Corporate Management

Access to Information Request Files

Description: This bank contains the Access to Information Request Forms sent by individuals requesting access to departmental files, the

replies to such requests and information related to their processing. Information on exemptions or exclusions claimed, on complaints handled, or on fee waivers may also be included.
Class of Individuals: Individuals present in Canada.
Purpose: To administer access requests in accordance with the Access to Information Act.
Consistent Uses: The bank is used to record the processing of requests under the Access to Information Act, to report to Treasury Board and to Parliament on requests received and completed, and for the purposes of consultations with other government institutions.
Retention and Disposal Standards: Files will be kept for two years after the last administrative use and then destroyed.
RDA Number: 98/001
Related PR#: AAFC 1425
TBS Registration: 000908
Bank Number: AAFC PPU 200

Information Disclosed to Investigative Bodies
Description: This bank contains copies of requests from investigative bodies listed in the Privacy Regulations for access to personal information pursuant to section 8(2)(e) of the Act. The bank also contains the replies to such requests, the records of information disclosed, any correspondence with the Privacy Commissioner and all records relating to the processing of the requests.
Class of Individuals: Individuals about whom requests for personal information have been received pursuant to paragraph 8(2)(e) of the Privacy Act from federal investigative bodies.
Purpose: The purpose of this bank is to permit the Privacy Commissioner to review disclosures made under paragraph 8(2)(e) of the Privacy Act to federal investigative bodies for the purpose of enforcing a law of Canada or a province or carrying out a lawful investigation.
Consistent Uses: This bank will be used to compile statistics relating to requests from federal investigative bodies. This bank will also be used for the auditing of the procedures concerning the exchange of personal information with investigative bodies as defined in section 8(2)(e) of the Privacy Act.
Retention and Disposal Standards: Information held in this bank is retained for two years after the last entry date and then destroyed.
RDA Number: 98/001
Related PR#: AAFC 1425
TBS Registration: 002045
Bank Number: AAFC PPU 201

Privacy Request Files
Description: This bank contains Personal Information Request files sent by individuals requesting access to their files, the replies to such requests and information related to their processing. Information on exemptions claimed or on complaints handled may also be included.
Class of Individuals: Individuals who apply under the Privacy Act for access to their personal files, including employees of Agriculture and Agri-Food Canada.
Purpose: The information is used to administer access to personal information requests in accordance with the Privacy Act.
Consistent Uses: The bank is used to access personal information requests; to report to Treasury Board and to Parliament on requests received and completed under the Privacy Act; to verify the identity of requesters; and for the purpose of consultations with other government institutions.
Retention and Disposal Standards: Files will be kept for two years after the last administrative use and then destroyed.
RDA Number: 98/001
Related PR#: AAFC 1425
TBS Registration: 000907
Bank Number: AAFC PPU 195

Policy & Planning Team

Farm-Level Data
Description: Most of the farm-level data are provided by Statistics Canada through joint Statistics Canada/ Agriculture and Agri-Food Canada data collection activities. These data sources include the annual Farm Financial Survey (FFS) and Whole Farm Data Project (WFDP), and periodic farm environmental management surveys (FEMS). In addition, AAFC contracts with universities and private consultants on an ad hoc basis to provide specialized cost-of-production data for specific commodities and geographic regions. AAFC maintains access to individual farm records in the FFS. In this case, the confidentiality of respondents is maintained by removing all information that would allow farm identification.
Class of Individuals: All types and sizes of farms are considered in the joint Statistics Canada/AAFC data bases. Cost-of-production surveys represent very specific regions, commodities and are generally not conducted annually.
Purpose: To develop benchmark farm-level models for use in economic analysis of policy

issues, provide information for socio-economic analysis, and enhance whole farm and enterprise financial, production and environmental practices data in all provinces.
Consistent Uses: The information is used to monitor existing programs and policies and to evaluate proposed programs and policies. As well, the data are used to address a wide variety of economic and environmental questions.
Retention and Disposal Standards: The information will be kept for a minimum of 20 years following the creation of the dataset, then transferred to the National Archives.
RDA Number: Under review
Related PR#: AAFC 1650
TBS Registration: 003122
Bank Number: AAFC PPU 141

Farm Support and Adjustment Measures II (FSAM II)
Description: Information collected under FSAM II will include names, addresses, Canadian Wheat Board permit book numbers, crop insurance contract numbers, telephone numbers, acreage figures, and farm sales and revenue data.
Class of Individuals: Agricultural producers and other entities who meet eligibility criteria.
Purpose: This information would be collected to provide financial assistance to eligible applicants in the Prairie and Atlantic provinces. Information may also be used for the purpose of locating individuals in order to collect a debt owing to the Crown.
Consistent Uses: The Government of Canada may use Canadian Wheat Board records, and/or Crop Insurance, Gross Revenue Insurance Plan, Net Income Stabilization Account, Special Canadian Grains Program, and Prairie Grain Advance Payments Administration records relating to the applicants' farming operations for 1989, 1990 and 1991 to verify the applicants' declarations. These records may also be used for program evaluation purposes.
Retention and Disposal Standards: Records are retained for six years after fiscal year of the last administrative use, and then transferred to National Archives for selective retention.
RDA Number: 2001/007
Related PR#: AAFC 1650
TBS Registration: 003141
Bank Number: AAFC PPU 184

National Talent Bank of Farm and Rural Women
Description: Talent bank will be made up of names, addresses and phone contact numbers as well as personal profiles (résumés) of candidates qualified to serve on federal agencies, boards and commissions.
Class of Individuals: Farm and rural women from the private sector in Canada.
Purpose: The Farm Women's Talent Bank is used by the AAFC Minister and Deputy Minister when considering appointments to voluntary or paid positions on federal agencies, boards, commissions and consultation committees. The Bank supports the department's efforts to increase representation of women in agricultural decision and policy making. Secondly, it broadens the department's access to grassroots farm women in consultations on key policy and program issues.
Consistent Uses: As vacancies occur on AAFC agencies, boards and commissions; also when new committees/task forces are established. Ongoing access to, and maintenance of the talent bank will be restricted to the offices of the Minister, Deputy Minister and the Farm Women's Bureau. The Bureau will also monitor the consistent usage of the talent bank and produce quarterly or annual statistical reports for the Department's use.
Retention and Disposal Standards: Talent bank records will be updated annually and retained for departmental 2 year standard unless specifically notified to the contrary by the Minister's or Deputy Minister's office and then transferred to National Archives.
RDA Number: Under review
Related PR#: AAFC 1650
TBS Registration: 004006
Bank Number: AAFC PPU 185

Resource and Environmental Programs
Description: This bank contains information on clients' names, addresses, description of projects and level of assistance requested from Agriculture and Agri-Food Canada. Some files may contain farm data on the number of hectares in production, type of crops and manure handling facilities. The goals of these agreements are to define and implement the activities, programs, coordination processes, and levels of human, technical, and financial resource commitments by the federal and provincial governments to soil conservation. The overall purpose of these activities is the development and adoption of the most appropriate technology in soil resource management and use that is within practical economic limits and is compatible with the soil's capability, in order to sustain the long term productivity of the land.
Class of Individuals: Dependent on the agreement, it may include individuals, groups of farmers, legally incorporated special interest

groups, farm and agri-food organizations, conservation districts, universities, colleges, cooperatives, environmental groups, aboriginal groups, other provincial and municipal governments or agencies of these governments, provincial crown corporations, non-government corporations and financial institutions.
Purpose: This information bank is used to determine the eligibility of the applicants, to establish the level of assistance, to carry out the objectives of the federal/provincial agreements on environmental sustainability under the National Soil Conservation Program, Environmental Sustainability Initiative, Land Management Assistance Program and the Green Plan in the following provinces: Newfoundland and Labrador, Prince Edward Island, Nova Scotia, New Brunswick, Quebec, Ontario and British Columbia, and to make payments to farmers, farm organizations, consultant firms and research institutions.
Consistent Uses: This bank is used to record payments received by farmers, farm organizations, consultant firms and research institutions. Information may also be used to garnish payments received by individuals under several Agriculture and Agri-Food Canada programs. This activity would be made under the Family Orders and Enforcement Assistance Act.
Retention and Disposal Standards: Files are retained for six years after fiscal year of the last administrative use, and then transferred to National Archives for selective retention.
RDA Number: 2001/013
Related PR#: AAFC 1650
TBS Registration: 002933
Bank Number: AAFC PPU 246

Risk Management & Safety Net Program – Survey
Description: This bank contains the results of a national survey on risk management and safety net programs. The survey examined risk concerns, producers' use of government programs and private risk management tools, and producers' farm financial situation.
Class of Individuals: Interviews were completed with 2,400 producers in November and December 1999, whose main farm enterprise was field crops, beef cattle, hogs, or horticulture.
Purpose: The survey was conducted to examine the use of safety net programs and private risk management tools to help manage price and production risks, and to assess the impact of these tools on farm financial situations.
Consistent Uses: Data will be used to assess safety net programs and the Net Income Stabilization Account.
Retention and Disposal Standards: This data will be kept for seven years after the completion of the survey (December 1999) and then transferred to National Archives for selective retention.
RDA Number: Under review
Related PR#: AAFC 1650
TBS Registration: 005111
Bank Number: AAFC PPU 306

Program Delivery Team

Agricultural Marketing Programs Act (AMPA) Advance Payments Program and Spring Credit Advance Program (SCAP)
Description: This bank contains information on producer organizations applying under the Advance Payments Program (AMPA) and SCAP, and on producers in default under the program. This information includes bank statements, credit checks, producers' and producer organizations' names and addresses, the amount of advances, payments, the repayment schedule, judgements against defaults, action taken by producer organization groups to obtain payment, organizational structures, management and organizational process description, audited financial statements, terms and conditions of guarantee provided. For SCAP, the bank also includes producers' provincial crop insurance coverage information.
Class of Individuals: Individual farm-product producers.
Purpose: To ensure repayment of advances to producer groups and including Canadian Wheat Board, who distribute funds to individual producers under the Advance Payment Program (AMPA) and SCAP.
Consistent Uses: (1) Information is used to ensure adherence to the terms and conditions of AMPA and to take the necessary actions to ensure collection from defaulters. (2) Information may also be used to garnish payments received by individuals under several Agriculture and Agri-Food Canada programs. This activity would be used by the provinces to collect accounts receivable owing to the federal government from several federal agricultural programs under the Farm Income Assistance Initiative.

Retention and Disposal Standards: These files are retained for six years after the fiscal year of the payment of the loan. The files are then transferred to National Archives for selective retention.
RDA Number: 2001/013
Related PR#: AAFC 2000
TBS Registration: 000897
Bank Number: AAFC PPU 140

Agricultural Marketing Programs Act (AMPA) – Price Pooling Program
Description: This bank contains information on applicants under the Price Pooling Program, AMPA. This information includes names and addresses of the applicants, organizational structures, management and organizational process description, audited financial statements, marketing strategy, historical data on prices received, terms and conditions of guarantee provided.
Class of Individuals: Marketing agencies, producer organizations, processors.
Purpose: To make informed/consistent decisions regarding the eligibility of the applicant and to establish the price guarantee.
Consistent Uses: (1) Information is used to ensure adherence to the terms and conditions of AMPA; (2) to ensure compliance to the terms of the price agreement entered into with the marketing agency (3) to ensure the validity of claims for loss and to determine the government liability payment.
Retention and Disposal Standards: These files are retained for a minimum of six years after the fiscal year of the termination of the agreement of the liability payment. The files are then transferred to National Archives for selective retention.
RDA Number: 2001/013
Related PR#: AAFC 2000
TBS Registration: 004270
Bank Number: AAFC PPU 209

Canadian Crop Drought Assistance Program
Description: This bank contains records of applications for drought assistance under the Canadian Crop Drought Assistance Program for the 1988 crop year. This information includes producer names, addresses and land locations, Canadian Wheat Board numbers, irrigation license numbers, and Irrigation District/Prairie Farm Rehabilitation project name.
Class of Individuals: Producers of all cultivated crops in areas determined by the Program to have significantly reduced yields as a result of the 1988 drought in Alberta, Saskatchewan, Manitoba and Ontario.
Purpose: The information in this bank was compiled in order to facilitate the implementation of the program. It is used to determine the eligibility of producers for assistance and the level of assistance that they will receive under the program formula. It is also used to issue payments.
Consistent Uses: (1) Information is used to determine the eligibility and the level of assistance to producers under the program formula, and to issue payments. (2) Data matching is done under Section 155 of the Financial Administration Act. The Minister may authorize retention of funds for indebtedness to recover funds owing under the following: the Advance Payments for Crops Act, the Farm Improvement Loans Act, the Agricultural Stabilization Act, and the Special Canadian Grains Act. The potential for this disclosure was outlined in both the Program Terms and Conditions and the Claim Forms. (3) Information may be used to garnish payments received by individuals under several Agriculture and Agri-Food Canada programs. This activity would be made under the Family Orders and Enforcement Assistance Act. (4) The information will be used by the provinces to collect accounts receivable owing to the federal government from several federal agricultural programs under the Farm Income Assistance Initiative.
Retention and Disposal Standards: Records are retained for six years after the date of application, and then transferred to National Archives.
RDA Number: Under review.
Related PR#: AAFC 2000
TBS Registration: 002584
Bank Number: AAFC PPU 182

Canadian Farm Business Management Program (CFBMP)
Description: This bank contains information on the CFBMP including information necessary to effectively deliver the various activities. CFBMP is an initiative funded by Agriculture and Agri-Food Canada. Implementation is generally through a provincial delivery organization which undertakes to have training materials developed, and training provided to eligible applicants. Program elements differ significantly between provinces.
Class of Individuals: Farm producers participating in training courses. Contractors and consultants hired to develop materials and deliver courses.
Purpose: This bank is used to identify and address the farm management needs in the agricultural sector and those contracted to undertake the development and delivery of farm business management courses.

Consistent Uses: This bank is used to monitor farm management training and related services provided to producers.
Retention and Disposal Standards: Files will be retained for the purpose of delivering the three-year initiative and for audit and evaluation purposes by the delivery organizations for periods specified in the agreements; after which, files will then be destroyed.
RDA Number: Under review.
Related PR#: AAFC 2000
TBS Registration: 002940
Bank Number: AAFC PPU 253

Canadian Rural Transition Program (CRTP)
Description: The bank contains information on clients' names, addresses, social insurance numbers, descendants' lists, as well as specific business criteria for making determination on eligibility. The case files are kept secured in Canada Employment Centre offices.
Class of Individuals: Farmers who, by reason of financial difficulty, have left or are leaving agriculture and are seeking assistance under the CRTP.
Purpose: The application is the basis for determining the eligibility of an applicant to receive assistance under the Program, i.e. the Transition Grant and Supplementary Transition Assistance. Social insurance numbers (SINs) are collected by the CRTP under the authority of the Employment Insurance Act and are also required to determine applicants' eligibility, i.e., whether or not he/she is in receipt of unemployment insurance or social assistance. In addition, the SIN is the basis of identification for payment of eligible applicants by the Department of Supply and Services and is also of use in advising Canada Revenue Agency of any taxable benefits received under CRTP in a given tax year, and receipts are issued accordingly to the client.
Consistent Uses: In cases of acceptance, information rests with Canada Employment Centre offices. In cases of rejection, information is transferred to Ottawa Human Resources Development Canada – CRTP Office/policy Agriculture and Agri-Food Canada where all rejections are reviewed, and in some instances, decisions to reject are overturned.
Retention and Disposal Standards: All files will be kept for a minimum of two years after the client's farming activities have ceased. Canada Employment Centres will keep all files for the duration of the program (until March 31, 1997) and then transferred to National Archives.
RDA Number: 2001/007
Related PR#: AAFC 2000
TBS Registration: 002044
Bank Number: AAFC PPU 325

Farm Consultation Service (FCS)
Description: The bank contains information on farmers in financial difficulty who have applied for review of their financial situation under the FCS, a Departmental Program developed as a complimentary program to the Farm Debt Mediation Service. Specific information includes the applicant's name, address, principal commodity, creditors, estimated liabilities and list of all assets. The case files are kept secured in the Farm Consultation Service offices.
Class of Individuals: Farmers in financial difficulty.
Purpose: The FCS ensure that farmer operators in financial difficulty have access to a financial review of their circumstances that would help resolve their difficulties and prevent more serious problems from occurring in the future. In order for the FCS to conduct a proper review, accurate financial information is required of the applicant. The information is provided on a Farm Financial Statement and may also include an Operational Plan.
Consistent Uses: Copies of the Farm Financial Statement (and Operational Plan) are provided to the applicant. The information is used in evaluating the farmer's operations and developing an operational plan or alternatives to assist in improving the farmer's situation.
Retention and Disposal Standards: All files are kept for six years from the date the file is closed or the last administrative action, and then transferred to National Archives for selective retention.
RDA Number: 2001/013
Related PR#: AAFC 2000
TBS Registration: 004007
Bank Number: AAFC PPU 226

Farm Debt Mediation Service (FDMS)
Description: The bank contains information on insolvent farmers who have applied for a review of their financial situation and mediation under section 5(1)(a) or (b) of the Farm Debt Mediation Act. Specific information includes the applicant's names, address, principal commodity, creditors, estimated liabilities and list of all assets. The case files are kept secured in the FDMS offices.
Class of Individuals: Insolvent farmers
Purpose: The Farm Debt Mediation Act ensures that insolvent farmers, whether or not they have received a Notice of Intent to Realize on their security, have access to an impartial third party

review and mediation. This includes a review of the farmer's financial affairs and mediation between the farmer and the farmer's creditors for the purpose of assisting them to reach a mutually acceptable arrangement. In order for the FDMS to conduct a proper review, accurate financial information is required of the applicant. The information is provided on a Farm Financial Statement and may also include a Recovery Plan.
Consistent Uses: Copies of the farmer's Farm Financial Statement (and Recovery Plan) are provided to the mediator and to persons who will be participating in the mediation. The information is used in evaluating the farmer's alternatives and in mediation discussions with the farmer's creditors. The financial information of farmers in the province of Saskatchewan and Manitoba may be provided, with the farmer's consent, to the Saskatchewan farm Land Security Board and the Manitoba Board respectively to assist in their farm debt review programs.
Retention and Disposal Standards: All files will be kept for a period of six years from the date the file closed or the last administrative action, and then transferred to National Archives for selective retention.
RDA Number: 2001/013
Related PR#: AAFC 2000
TBS Registration: 004008
Bank Number: AAFC PPU 227

Farm Improvement and Marketing Co-operatives Loans Information
Description: This bank contains names and addresses of borrowers, the purposes and amounts of loans, and other financial details when a claim for loss is submitted.
Class of Individuals: Farmers.
Purpose: To facilitate the availability of intermediate and short-term credit to farmers for the improvement or development of farms.
Consistent Uses: To ensure the validity of loss claims. Information may also be used to garnish payments received by individuals under several Agriculture and Agri-Food Canada programs. This activity would be made under the Family Orders and Enforcement Assistance Act. The information will also be used by the provinces to collect accounts receivable owing to the federal government from several federal agricultural programs under the Farm Income Assistance Initiative.
Retention and Disposal Standards: Records are retained for six years after fiscal year of the last administrative use, and then transferred to National Archives for selective retention.
RDA Number: 2001/013
Related PR#: AAFC 2000
TBS Registration: 000902
Bank Number: AAFC PPU 165

Net Income Stabilization Account (NISA)
Description: This bank contains information provided by producers including name, address, financial information, Social Insurance Number (SIN) or Trust number, and corporation or business number.
Class of Individuals: Canadian Agriculture Producers who are eligible or that have applied for income assistance under the Farm Income Protection Act (FIPA).
Purpose: Information in this bank is used to determine eligibility and entitlements of the individual to any financial assistance under the Net Income Stabilization Account (NISA). NISA is a voluntary stabilization program in which individual producers make deposits to an individual account and contributions are matched by the federal and provincial governments. The producer is entitled to make account withdrawals when his/her net income is low. Portions of this account may be held with private financial institutions such as banks or credit unions. Information in this bank is collected on an annual basis directly from producers and agencies of provincial governments which have agreements in place to administer programs such as NISA, Canadian Farm Income Program (CFIP), the Canadian Agricultural Income Stabilization (CAIS) Program and/or equivalent programs as defined in the Agricultural Policy Framework (APF) Agreements. Collection of this information is authorized through FIPA.
Consistent Uses: (1) Information may also be shared with authorized parties to assist the Department in the collection of NISA overpayments. (2) Data consisting of producers' NISA bank deposits will be exchanged with institutions with the producer's consent. (3) Information herein may be used for further verification, program evaluation purposes and/or for the administration of CFIP and the CAIS Program. (4) The information may be shared with the provincial department responsible for agriculture for the purposes of audit, analysis, evaluation, program development and administration of NISA or an equivalent program as defined in the provincial APF agreement which is in place. (5) Names and addresses of producers may be used for distribution of material on new agricultural programs. (6) Data obtained may

be used for public opinion polling on a regular basis. (7) In order to ensure that information submitted is consistent with information provided to the Canada Revenue Agency for income tax purposes, a link with the SIN or the Corporate Tax Number will be required. Use of the SIN is authorized under sections 10 and 11 of FIPA and section 241(4)(d)(xi) of the Income Tax Act. FIPA authorises collection and disclosure of the SIN to federal government institutions or departments. (8) Information may be used to garnish payments received by individuals under several Agriculture and Agri-Food Canada programs. This activity would be made under the Family Orders and Enforcement Assistance Act.
Retention and Disposal Standards: Records are held for 7 years after the last administrative action and then transferred to National Archives for selective retention.
RDA Number: 2001/008
Related PR#: AAFC 2000
TBS Registration: 002929
Bank Number: AAFC PPU 183

Corporate Offices

Canadian Pari-Mutuel Agency

Application for Pari-Mutuel Betting Permits
Description: This bank contains correspondence, personal information submitted by the applicant, criminal histories and corporate ownership (directors, and signing officer over 10 per cent of the shares).
Class of Individuals: Race track operators.
Purpose: The purpose of this bank is to consolidate information used to grant qualified applicants permits to conduct pari-mutuel betting on horse races pursuant to section 204 of the Criminal Code.
Consistent Uses: The bank is used to qualify associations for betting privilege, and to fix dates for betting.
Retention and Disposal Standards: These files are retained for 10 years from the date the file was created, and then transferred to National Archives for selective retention.
RDA Number: 2001/007
Related PR#: AAFC 8100
TBS Registration: 000894
Bank Number: AAFC PPU 125

Executive Offices

Quality Service Request Data Base and Public Information Request Services (PIRS)
Description: This database contains contact coordinates for individuals, Associations, and firms that have contacted either the Agriculture and Agri-Food Canada or the Canadian Food Inspection Agency 1-800 line and general inquiries.
Class of Individuals: General public.
Purpose: To maintain an administrative record of such calls to ensure all callers receive the requested information in a timely manner.
Consistent Uses: To allow follow-up with the caller to permit quality service assurance such as to measure the timeliness of response and determine if the proper information has been provided and for statistical purposes.
Retention and Disposal Standards: The records will be kept for a period of 24 months from the end of the fiscal year in which they occur and then these will be destroyed.
RDA Number: 96/022
Related PR#: AAFC 1500
TBS Registration: 004004
Bank Number: AAFC PPU 010

Rural & Co-operatives Secretariats

Canadian Rural Partnership Initiative

Regional Coordination and Rural Dialogue citizen/community centered activities
Description: This bank (database) contains the names and coordinates of people who have participated or acted as observers in citizen/community centered activities conducted by the Rural Secretariat across Canada. Namely: rural, remote and northern citizens; representatives from rural and youth organizations; individuals from the voluntary and private sectors; representatives from federal, provincial/territorial, municipal and Aboriginal governments. The database also tracks: satisfaction of citizen/community centered activities for statistical purposes and to improve citizen-engagement activities; information on partners and their financial and in-kind contributions; and budget information related, but not limited, to citizen/community centered activities.
Class of Individuals: Rural, remote and northern citizens; representatives from rural and youth organizations; individuals and organizations from the voluntary and private sectors; representatives from federal, provincial/territorial, municipal and Aboriginal governments.

Purpose: Names, coordinates (e.g. mailing and e-mail addresses, tel. / fax numbers) and other demographic information are collected for the purpose of: (i) sending reports of citizen/community centered activities; (ii) contacting people to respond to future questionnaires or surveys; (iii) inviting people to future events and activities of interest to rural, remote and northern Canadians; and (iv) sending material, of interest to rural, remote and northern Canadians, published by the Rural Secretariat, other federal, provincial/territorial government departments and agencies and organizations.
Retention and Disposal Standards: Individual records will be immediately deleted when a person has made a request to remove his/her name and coordinates from the bank.
RDA Number: Under review
TBS Registration: 005110
Bank Number: AAFC PPU 302

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Hospitality

Personnel Security Screening

Travel

Relocation

Classes of Personal Information

General Correspondence and Enquiries

Personal information in this class relates to routine correspondence concerning the regulatory and licensing activities associated with meat inspection, pesticides, feeds and fertilizers, veterinary biologics and the humane transportation of animals. It also relates to general enquiries concerning agricultural research, market intelligence, food advisory information and financial assistance to marketing boards and co-operatives. The personal information contained in this class normally includes the name and address of the enquirer, but is neither arranged nor retrievable by personal identifiers. This form of personal information exists in a fragmented form throughout the subject files controlled by the Department and is normally retrievable only if specifics are provided concerning the subject and the date of the correspondence. The retention period for this class of personal information is controlled by the retention period of the files in which they are stored.

Ministerial Correspondence

This class of information contains correspondence received by the Corporate Secretariat from external organizations and individuals in the form of requests for information, complaints, opinions and other similar submissions related to a broad range of policy issues pertaining to Agriculture and Agri-Food Canada's activities, wherein some unsolicited personal information has been provided by the correspondent. This form of information would be retrievable only if specifics of name, date of communication and subject were to be provided; it is not arranged or retrievable by personal identifiers. The retention periods of these classes of personal information are controlled by the record schedules of the general subject files in which they are stored.

Other Programs and Agreements

This class reflects other programs and agreements not specifically covered under the other classes. These other programs and agreements are aimed at resolving specific problems of a limited nature or in specifically defined areas of the country. For example, Federal-Provincial Agreements such as those under the Agricultural and Rural Development Act (ARDA) are concerned with rural problems of unemployment and social disadvantages. Special ARDA agreements have been used as a vehicle to improve the economic circumstances of native people by providing financial and other assistance to create job opportunities. Personal information may be stored in administering programs falling within this class. This information may include financial, employment, demographic and educational data on individuals. Such data, however, would be stored as part of the general subject files where records are not normally retrieved by name of individual or other personal identifier. This form of personal information is normally retrievable only if specifics are provided concerning the name of the program concerned and the name of the specific project.

Manuals

- Administration Guidelines, Advance Payments Program, Agricultural Marketing Programs Act
- Administration Guidelines, Price Pooling Program, Agricultural Marketing Programs Act

- Agriculture and Agri-Food Canada Forms Catalogue
- Canadian Adaptation and Rural Development (CARD) Management Guide
- Departmental Security Manual
- Departmental Specialty Store Catalogue
- Drafting Standards Manual
- Enterprise Training Manual
- Farm Consultation Service Manual
- Farm Debt Review Board Implementation Manual
- Farm Dept Mediation Service Manual
- Farm Improvement and Marketing Co-operatives Loans Administration Manual
- Financial Management Manual – Policies and Procedures
- Food & Agriculture Emergency Response System (FAERS) Manual
- Guidelines and Procedures, Crop Insurance Act
- Human Resources Management Manual
- Information Handbook – Listeria monocytogenes
- Inspection and Trade Memoranda
- Inventory of Canadian Agri-Food Research Instructions Kit
- Manual for Describing Soils in the Field
- Manual of Administrative Policy and Procedures
- Operational Manual (Race Track Supervision)
- Pari-Mutuel Betting Supervision Regulations
- PFRA Policy and Procedure Manual
- PFRA Survey Manual
- Precipitation and Evaporation Tables (1911-1981)
- Race Track Officer Training Manual Records Management Manual
- Reference Listing of Accepted Materials and Equipment
- Safety Manual
- Saturn Training Manuals
- Small Dam Design and Construction Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Department and its various programs and functions may be directed to:

Public Information Requests Services
Corporate Management Branch
Agriculture and Agri-Food Canada
Sir John Carling Building
930 Carling Avenue
Ottawa, Ontario K1A 0C5
Telephone: 613-759-1000

Reading Room

The library of this institution has been designated as a public reading room in accordance with the Access to Information Act.

Canadian Agriculture Library
Reference Services
Sir John Carling Building
930 Carling Avenue, Room 169
Ottawa, Ontario K1A 0C5

Telephone: 613-759-7068

Atlantic Canada Opportunities Agency

Chapter 2

General Information

Background

The Atlantic Canada Opportunities Agency (ACOA) was established in 1987 by The ACOA Act, an Act of Parliament. The Agency is the arm of the federal government mandated to work with Atlantic Canadians – specifically, "to increase opportunity for economic development in Atlantic Canada, and more particularly, to enhance the growth of earned incomes and employment opportunities in that region."

Responsibilities

The Government of Canada is committed to ensuring that Canadians in all parts of the country benefit from a strong economy and the services that such an economy can provide. It is within this context that the Atlantic Canada Opportunities Agency aims to boost economic development opportunities in the region, thus employment opportunities and earned income for the Atlantic Canadian population. It is also within this context that ACOA's work is designed to assist the region develop an innovative, productive and highly competitive economy.

In order to achieve this, the Agency focuses its efforts on: Enterprise Development – improving the growth and competitiveness of Atlantic small and medium sized enterprises (SMEs), leading to increased productivity, earned incomes and job creation; Community Development – improving community economic infrastructure and strategic planning capacity, and Policy, Advocacy and Coordination – producing strategic, researched policy positions that can influence national policies and programs affecting Atlantic Canadian development and interests; facilitating the coordination of other federal policies and programs within the region.

Legislation

- Atlantic Canada Opportunities Agency (ACOA) Act

Organization

Minister: The Honourable Peter McKay is responsible for ACOA.

President: Ms. Monique Collette is responsible for the Program Activities of the Agency and reports to the Minister of ACOA. The President of ACOA is also, ex-officio, the President of Enterprise Cape Breton Corporation (ECBC) as well as its Chair of the Board and Chief Executive Officer.

Departmental Organization: ACOA's mandate and organizational structure were determined following consultations with Atlantic Canadians across the region. The result was – for the first time – a federal organization charged with regional economic development in Atlantic Canada being headquartered in the region. The Agency has 36 regional and field offices in cities and towns across the four Atlantic provinces. Consequently, ACOA's funding and policy decisions are made by and for Atlantic Canadians.

Regional Vice-Presidents are responsible for the delivery of ACOA programs. Based in Sydney, Nova Scotia, the Vice-President of ECBC is responsible for delivering most of ACOA's programs on Cape Breton Island. In Ottawa, an ACOA office advocates the interests of Atlantic Canadians in the development of national policies and programs, including the interests of the region's entrepreneurs related to federal procurement. The Vice-President Policy and Programs has corporate responsibility for program areas and policies as well as delivery of the pan-Atlantic projects and initiatives.

ACOA's legislation provided for the creation of an ACOA Advisory Board. This Board includes the ACOA President, as Chair, and seven other members representing all Atlantic provinces. Board members are appointed by the Governor in Council on the recommendation of the Minister of ACOA.

Program Composition: ACOA programming is divided into three Strategic Outcomes: Enterprise Development; Community Development; and Policy, Advocacy and Co-ordination. The objectives of these outcomes are to support and promote economic development in Atlantic Canada with particular emphasis on small and medium-sized enterprises, and to advocate the interests of Atlantic Canada in national economic policy,

program and project development. Corporate administration units, under the management of the Vice-President Finance and Corporate Services, divide the administrative functions of the Agency from the direct program-related business of the organization. The function of Finance and Corporate Services is to provide sound management in the delivery of the Strategic Outcomes.

Information Holdings

Program Records

ACOA – General
Description: Includes records relating to ACOA - its creation and organization, policies, mission, acts and legislation, program authorities, initiatives. It also includes records on the federal government's program review initiative as it relates to ACOA.
Topics: Policies, General Information, Delegated Program Authorities, Initiatives, Creation of ACOA, Savoie Transition to Maturity, DRIE/ACOA Transition, ACOA Program Review, ACOA Acts and Legislation.
Program Record Number: ACO GEN 001

ACOA Action Program
Description: Includes records relating to ACOA's Action Program that was established to provide direct financial assistance to small and medium-sized businesses to increase competitiveness, expand sales, introduce new products or develop new businesses in selected industrial sectors. Eligible sectors included: aquaculture, business service industries (including services to primary sectors), commercial research and development facilities, manufacturing and processing, mining and tourism. This program was replaced by the Business Development Program.
Topics: Polices, General Information, Recoveries, Benefits Monitoring, Eligibility of Projects, Reviews, Evaluations, and Individual Projects.
Program Record Number: ACO PRO 012

ACOA Committees/Meetings/Conferences
Description: Includes records relating to the establishment, organization, functions, agendas, minutes, reports, etc, of committees, boards, meetings, conferences that are specific to ACOA or that have an ACOA representation.
Topics: Policies, General Information, Conference Reports, ACOA Advisory Board Atlantic Enterprise Board, Enterprise Cape Breton Board, Executive Committee, Ministerial Executive Committee, Standing Committees Meetings on Policy, Planning and Programs. Meetings with ACOA President and ACOA Minister, Federal/Provincial Committees, Conferences and Info-Fairs Interdepartmental Committees, Economic Summits, Review Committees, Small Business Weeks, Workshops, Business Information Series, Briefings, Roundtables, Cabinet Committees, Deputy Ministers Meetings and Committees, Inter-Agency Meetings, Ministerial Consultations, Regional Executive Directors Committee, and Task Force on ACOA Regulations.
Program Record Number: ACO GEN 030

ACOA Strategic Priorities/Corporate Plan
Description: Includes, records relating to the Agency's strategic priorities in various sectors such as entrepreneurship, trade and investment, innovation and technology, human resource development, investment support, procurement, diversification, etc, as identified in the whole business/corporate plan of the Agency.
Topics: General Information, Repositioning ACOA Strategic Planning, Industry Portfolio Strategic Plans.
Program Record Number: ACO GEN 002

ACOA Program Design
Description: Includes records relating to ACOA initiatives that promote regional economic development in the Atlantic Region. Other ACOA initiatives can be found in various sections of this guide, according to subject or program.
Topics: General Information and Consultations.
Program Record Number: ACO GEN 036

Advocacy
Description: Includes records relating to the role of Advocacy within ACOA that is to make new government initiative more responsive to the needs of Atlantic Canada. This is accomplished through environmental scanning and the monitoring of the federal government's priorities for linkages and impacts, alerting and advising government officials on emerging issues, feeding information about Atlantic Canada to central agencies, line departments and to Cabinet, and influencing government's procurement agenda.
Topics: Policies and General Information.
Program Record Number: ACO PRO 009

Atlantic Base Closure Adjustment Fund/ Program
Description: Includes records relating to ACOA's involvement in the Base Closure Adjustment Program that was established to assist communities in Atlantic Canada affected

by the closure or reduction of military installations, to attach new economic activity, diversify the industrial base and generate employment opportunities in the Atlantic Region.
Topics: General, Base Closure Adjustment Programs (NB, NL, and NS).
Program Record Number: ACO PRO 021

Atlantic Canada Cultural and Economic Partnership (ACCEP)
Description: Includes records relating to the Atlantic Canada Cultural and Economic Partnership which is a $10 million initiative funded jointly on an equal basis by ACOA and the Department of Canadian Heritage. This initiative seeks to support the development initiatives in the region's cultural communities and to serve as an investment instrument relating, primarily, to development in the cultural sector, with particular emphasis on the 400th anniversary of l'Acadie.
Topics: General Information and Individual Projects.
Program Record Number: ACO PRO 040

Atlantic Enterprise Program (AEP)
Description: Includes records relating to the Agency's Atlantic Enterprise Program (AEP) that was developed to promote long-term economic growth in the Atlantic Region. AEP offered financial assistance to businesses across a wide range of industry sectors and complemented other assistance programs of the Department of Regional Industrial Expansion (DRIE), such as the Industrial and Regional Development Program (IRDP), the Small Business Loans Act (SBLA) and the federal-provincial sub-agreements. This program is no longer active.
Topics: Policies, General Information and Individual Projects.
Program Record Number: ACO PRO 015

Atlantic Investment Partnership (AIP)
Description: Includes records, relating to the Agency's Atlantic Investment Partnership Program that is designed to stimulate stronger economic growth and create good quality jobs. It involves the research community, the private sector, community leaders and the four Atlantic provincial governments. There are major investments in four major areas: Innovation, Community Economic Development, Trade and Investment, Entrepreneurship and Skills Development.
Topics: Policies, General Information, Atlantic Innovation Fund (AIF), AIF Advisory Board, AIF Consultations, AIF Meetings/Conferences/ Workshops, AIF Review Committee, Strategic Community Investment Fund (SCIF), Innovation Skills Development Initiative, Women in Business Initiative, Young Entrepreneur Development Initiative, Atlantic Trade and Investment Partnership (ATIP), and Individual projects under each major area.
Program Record Number: ACO PRO 031

Atlantic Policy Research Initiative (APRI)
Description: Includes records relating to the Agency's involvement in the Atlantic Policy Research Initiative that was established to support the federal priorities of building policy capacity, to enhance ACOA's capability to coordinate federal economic development activities and to identify economic opportunities and challenges and plan strategic approaches to address them, and to support policy research projects in the Atlantic region. This initiative is a continuation/amendment of the Pan-Atlantic Economic Coordination and Research Initiative.
Topics: Policies, General Information, Proposals, Evaluations and Individual Projects.
Program Record Number: ACO PRO 38

Business Development Program
Description: Includes records relating to ACOA's Business Development Program that is designed to provide assistance to small and medium-sized enterprises to establish, expand or modernize. The program offers access to capital in the form of interest-free, unsecured loans and provisionally repayable loans. Funding is also available to non-profit organization for activities that support SMEs. This program replaced the Agency's Action Program.
Topics: Policies, General Information, Evaluations, and Individual Projects.
Program Record Number: ACO PRO 028

Business Management Practices
Description: Includes records relating to ACOA's involvement in the Business Management Practices Initiative that was established to build a broadly-based partnership to make the most efficient use of business management practices, and increase awareness of the benefits accruing from quality management which are essential to any company's success.
Topics: Policies, General Information.
Program Record Number: ACO PRO 014

Canada Apparel and Textile Industries Program (CATIP)
Description: Includes records relating to the Agency's activities and involvement in the delivery of the Canadian Apparel & Textile Industries

Program (CATIP). The Program, which resides with Industry Canada and delivered in Atlantic Canada by ACOA, is to help firms identify and introduce best practices and better access to capital markets and exploit leading edge technologies through support for a number of projects. This initiative is intended to assist apparel and textile firms to diversify their markets and increase competitiveness.
Topics: General Programs Information and applications for funding.
Program Record Number: ACO PRO 041

Canada Business Service Centres (CBSCs)
Description: Includes records relating to the Agency's Canada Business Services Centres program that provides information and assistance to the public as a "One Stop Shop" on various programs and services offered by federal, provincial and municipal partners, as well as private partners.
Topics: Policies, General Information, Committees, Business Plans Budgets, Evaluations, Staffing, Communications Issues, and Reports.
Program Record Number: ACO PRO 007

Canada Infrastructure Program
Description: Includes records relating to ACOA's involvement in the Canada Infrastructure Program was established to renew municipal infrastructure, improve the environment and enhance Canada's competitiveness while accelerating economic recovery through job creation.
Topics: Policies, General Information Agreements with Atlantic Provinces, Report of the Auditor General.
Program Record Number: ACO PRO 013

Canada Small Business Financing Act (CSBF)
Description: Includes records relating to the Canada Small Business Financing Act (formerly known as Canada Small Business Loans Act) Program established to encourage lenders in the private sector to increase the availability of loans for the purpose of the establishment, expansion, modernization and improvement of small business enterprises.
Topics: Policies, General Information, and Program Review.
Program Record Number: ACO PRO 011

Canadian Fisheries Adjustment & Restructuring Initiative (CFAR)
Description: Includes records relating to ACOA's involvement in the Canadian Fishery Adjustment and Restructuring Initiative (CFAR) that was established as part of a series of measures to assist individuals and coastal communities in Atlantic Canada to deal with the permanent downsizing of the Atlantic ground fishing industry. ACOA is involved in the delivery of the economic development component of post-TAGS (Atlantic Groundfish Strategy).
Topics: Policies, General Information, and Individual Projects in NL and NS.
Program Record Number: ACO PRO 032

Communications Services
Description: Includes records relating to the communications function of the Agency that is to establish a profile and understanding of ACOA among the general public and target audiences and to increase awareness of ACOA's role as a policy leader in Atlantic Canada. This is accomplished through the Agency's general administration of public affairs, marketing and media relations (news releases, clippings, slides, videos, photographs, advertising, press conferences, public opinion surveys, success stories, newsletters, brochures, speeches and communications meetings).
Topics: Polices/Communication Plans, General Information, Media Relations, Biographies, News Release Procedures, Project Announcements News Clippings, Situation Analysis, Slides/Videos, Advertising, Newsletter, Speeches, Public Opinion Surveys, Briefing Material, Conferences and Meetings.
Program Record Number: ACO GEN 037

Community Development Fund (Newfoundland and Labrador)
Description: Includes records relating to ACOA's involvement in the Community Development Fund program that was established to assist communities affected by the closure of the fish plants in Newfoundland and Labrador.
Topics: General
Program Record Number: ACO PRO 023

Community Diversification Fund (Newfoundland Office)
Description: Includes records relating to ACOA's involvement in the Community Diversification Fund Program that was established to assist communities affected by the closure of CN Railway in Newfoundland and Labrador.
Topics: General Information, and Projects.
Program Record Number: ACO PRO 022

Community Futures Program /Community Economic Development
Description: Includes records relating to the Community Futures Program that is established

to support autonomous, not for profit Community Business Development Corporations (CBDCs) to help entrepreneurs in rural areas to access the information, advice and capital required to succeed.
Topics: Policies, General Information, Communications Issues, Regional Economic Development Organization and Individual Projects.
Program Record Number: ACO PRO 029

Consulting Advisory Service (CAS)
Description: Includes records relating to ACOA's Consulting Advisory Services that was established to provide business clients access to consulting expertise to pursue business opportunities or solve problems.
Topics: Policies, General Information, Evaluation and Contracts.
Program Record Number: ACO PRO 005

Cooperation and Liaison (General/Federal/ Provincial/ International/Universities)
Description: Includes records relating to activities, discussions and sharing of ideas between ACOA and organizations, federal government departments, provincial government departments, international organizations and universities.
Topics: Policies, General Information, Chamber of Commerce, Atlantic Provinces Economic Council, Atlantic Canada Chinese Business Council, Atlantic Provinces Education Foundation, Atlantic Canada Plus, federal government departments, provincial government departments, municipal government, universities, colleges, business development banks, Council of Maritime Premiers, Canadian Federation of Independent Business, Conference Board of Canada, Conseil économique du Canada, Cooperatives, Canadian Opportunity Investment Network, Enterprise Cape Breton Corporation, and other regional development agencies.
Program Record Number: ACO GEN 031

Cooperation Program/Agreements
Description: Includes records relating to the Agency's activities and involvement in the COOPERATION Program that was established to create partnerships between ACOA, the Atlantic Provinces and the private sector to assist in developing a variety of sectors of the Atlantic economy.
Topics: Policies, General Information, Meetings, Committees, Evaluations, Federal/Provincial Framework, Communications Issues, Individual Federal/Provincial Agreements (NB, NL, NS and PEI), Pan-Atlantic Aboriginal Partnership, Atlantic Agri-Products Competitiveness Initiative, Cooperation Agreement on International Business Development, and Individual Projects.
Program Record Number: ACO PRO 016

Coordination
Description: Includes records, relating to the role of Coordination within ACOA that is to provide leadership on major economic issues and in the management of special projects and key initiatives on behalf of the Government of Canada. In sum, the objective of the Coordination function is to engage economic partners in addressing the Atlantic region's strategic economic priorities.
Topics: Policies, General Information, Official Languages Act (Article 41 & 42), Canada-France COOPERATION Agreement, Canadian Multiculturalism Act, Interdepartmental Partnership on the Official Language Communities (IPOLC).
Program Record Number: ACO PRO 010

Entrepreneurship Program
Description: Includes records relating to ACOA's initiative to promote entrepreneurship and small business development for the economic, social and cultural development of our country in partnership with private sector, provincial and territorial governments and the academic community.
Topics: Policies, General Information, Reports, Proposals Initiatives, Forums, Conferences, Seminars, Committees, Awards, Publications, Evaluation, Women Entrepreneurs, Young Entrepreneurs , Shad Valley Program, and Small Business Counselling.
Program Record Number: ACO PRO 006

Federal Regional Councils (Secretariat)
Description: Includes records relating to the activities, discussions, and sharing of ideas between ACOA and the Federal Regional Councils, which are composed of senior federal officials in each of the Atlantic provinces to coordinate and advocate federal initiatives in Atlantic Canada. These networks bring to the Portfolio, and the government as a whole, a special understanding of the Atlantic economy and the challenges and opportunities facing the region's business community (The Secretariat files should be returned to the Secretariat if the Chairperson changes.)
Topics: Policies, General Information, Task Force on Coordination of Federal Activities in Region.
Program Record Number: ACO GEN 35

Fisheries Alternative Program (FAP)/ Community Economic Diversification Program (CEDP)
Description: Includes records relating to ACOA's involvement in the Fisheries Alternative Program that was established as the Federal Response to give financial assistance to communities after termination or disruption in their major economic circumstances as a result of the downturn in the Atlantic fishing industry. This program is no longer active. It has been replaced by the Canadian Fisheries Adjustment & Restructuring (CFAR) Initiative.
Topics: Policies, General Information, Evaluation and Individual Projects in Atlantic Provinces.
Program Record Number: ACO PRO 020

Fixed Link Redevelopment Initiative
Description: Includes records relating to the Agency's involvement in the Tripartite Agreement between Canada and the provinces of PEI and NB. Funds provided by the Government of Canada are for the redevelopment of Borden, PEI, and Cape Tormentine, NB, to offset adverse effects of termination of ferry between Borden and Cape Tormentine.
Topics: Policies, General Information, Borden Redevelopment Program (PEI Projects), and Cape Tormentine Area Redevelopment Program (NB Projects).
Program Record Number: ACO PRO 019

Government Procurement
Description: Includes records relating to the Agency's involvement in the procurement strategy to increase long term economic activity in Atlantic Canada and to help successful companies leverage federal contracts into non-government markets.
Topics: Policies, General Information, Atlantic Opportunities Program, Annual Strategic Acquisition Plan Atlantic Canada Supplier Development Program Canadian Automated Air Traffic Control System Defence Procurement, Free Trade Agreement Procurement Provisions, Committees, Meetings, Studies, Science and Technology Procurement Network, and Western Supplier Development Program (WSDP).
Program Record Number: ACO PRO 018

Industrial Regional Development Program (IRDP)
Description: Includes records relating to the Industrial Regional Development Program (IRDP) that was established by the former Department of Regional Industrial Expansion (DRIE) to promote regional industrial development through the support of private sector initiatives. The program provided financial assistance to business and non-profit organizations through contributions and repayable contributions. The Program is no longer active.
Topics: Policies, General Information, and Individual Projects.
Program Record Number: ACO PRO 017

Industries
Description: This section includes records relating to ACOA's activities and involvement in various industry sectors to promote regional economic development within the Atlantic region. These sectors include: agriculture, defence, energy, environment, fisheries, forestry, manufacturing, mining, innovation and technology, health, geomatics, shipbuilding, tourism, trade and transportation.
Topics: Policies and General Information, Committees, Meetings, Conferences, Initiatives, Strategies.
Program Record Number: ACO IND 024

Innovation
Description: Includes records relating to a strategic priority of ACOA to strengthen the innovation performance of the Atlantic region through development and commercialization of new technologies, enhanced technology capability and growth of strategic sectors. Information relating to ACOA-funded innovation projects can be found under ACOA Action Program section, Atlantic Investment Partnership Section, Cooperation Program Section and the Business Development Program Section.
Topics: Policies, General Information, Committees, Working Groups, Meetings, Technology Breakfasts, Roundtables Space Programs, Canada-Israel Research and Development Foundation, National Research Council, Commercialization of Research, Technology Partnerships Canada, Canadian Foundation for Innovation, Innovation White Paper, Canada Innovation Strategy, Ongoing Solution to Indirect Costs of Academic Research, Evaluations, E-Commerce.
Program Record Number: ACO IND 025

Innovative Communities Fund (ICF)
Description: Includes records relating to ACOA's Innovative Communities Fund, a program designed to support strategic initiatives that respond to the economic needs of rural communities. These initiatives will help them strengthen their capacity and economic base, aid in the development

of strategic sectors, and encourage economic development through strategic economic development plans.
Topics: Policy, General and Projects.
Program Record Number: ACO PRO 043

Municipal Rural Infrastructure Fund (MRIF)
Description: Includes records relating to ACOA's involvement in the Municipal Rural Infrastructure Fund Agreement that was established to renew municipal infrastructure to improve the environment, to promote social and economic development of local areas, and enhance Canada's competitiveness while accelerating economic recovery through job creation.
Topics: Policy, General and Projects.
Program Record Number: ACO PRO 42

Pan-Atlantic Coordination and Research Initiative
Description: Includes records relating to the Agency's activities and involvement in the Pan-Atlantic Coordination Research Initiative that was established to build upon the interest shown by the Atlantic provinces in the promotion of economic growth through greater economic cooperation and integration and to enhance the capability of ACOA to coordinate federal economic development activities/opportunities in the Atlantic region.
Topics: Policies, General Information, Proposals, Evaluations and Individual Projects.
Program Record Number: ACO PRO 39

Policy, Research and Development
Description: Includes records relating to the role of policy within ACOA to provide a targeted program of policy research and analysis to improve the understanding of issues and to provide a sound basis for decision-making and build consensus among various departments, regional economy, stakeholders both within and outside government. This includes internally driven research, research carried out by and with external partners and policy roundtables and seminars.
Topics: Policies, General Information, Atlantic Economic Development, Aboriginal Economic Development, Micro Economic Action Plan, Studies and Surveys, Policy Research Initiative, Medium Term Policy Planning Paper on Productivity, Conference and Meetings.
Program Record Number: ACO GEN 003

Programs/Agreements – General
Description: Includes records relating to programs, initiatives, agreements and sub-agreements not found elsewhere in this section, in which ACOA is involved with through funding or support; these may be with other agencies, government departments (federal or provincial), groups or individuals. Also includes records relating to the program evaluation general function of the Agency, the Venture Loan Program, as well as legal information relating to operational issues of ACOA.
Topics: Policies, General Information, Funding Trail Endowment Fund– John Cabot Corporation, Pictou County Economic Development Fund, Preston and Area Development Fund DEVCO-ECBC Transition, ECB/ECBC Assessment, Proposed ECBC/ACOA Transition Venture Capital Program Task Forces, Committees, Working Groups and Meetings, Evaluations and Evaluation Committees, Legal Matters of ACOA Clients, Federal Youth Strategy, Aboriginal Economic Development Strategy, Volunteer Sector Initiative, Urban Issues, Rural Economic Renewal Initiative, and Broadband for Rural and Northern Development Pilot Program, and Quality Service Initiative
Program Record Number: ACO PRO 004

Programs/Agreements – Reports
Description: Includes records relating to all reports (weekly, monthly, etc.) as well as annual reports, reports to Parliament prepared for the ACOA Minister, the ACOA President and all ACOA vice-presidents on all the Agency's Programs/Agreements.
Topics: Policies, General Information, Program Reports, (Weekly, Monthly, Quarterly.
Program Record Number: ACO PRO 008

Sustainable Development Strategy
Description: Includes records relating to ACOA's two main activities related to Sustainable Development which are: providing programs to inform and fund private sector business and internal operations. Also includes records pertaining to the Canadian Environmental Assessment Act.
Topics: Policies, General Information, Environmental Assessment, Reports, Studies, Conferences and Meetings, Committees, Strategies, Consultations, Initiatives, Training, Audits and Evaluations.
Program Record Number: ACO GEN 034

Tourism
Description: Includes records, relating to a strategic priority of ACOA to promote Atlantic Canada as a desirable tourism destination. This is done in partnership with the Atlantic provinces and key industry stakeholders.
Topics: Policies, General Information, Initiatives,

Canadian Tourism Commission, Canada/Atlantic COOPERATION Agreement on International Tourism Marketing, Meetings, Conferences, Working Group, Roundtables, Coast of Difference, Atlantic Canada Agreement on Tourism, Surveys, Aboriginal Tourism, Tourism Industry Association of Canada, Association of Tourist Operators, Atlantic Canada Tourism Partnership, Tourism Campaigns, and Evaluation, Individual Projects
Program Record Number: ACO IND 026

Trade
Description: Includes records, relating to a strategic priority of ACOA to enhance Atlantic Canada's trade and export skills and strengthen the export performance of the Atlantic region by enhancing the capabilities and capacity of SMEs to initiate and expand export activity. This is accomplished through a series of developmental and support activities in four key strategic areas: awareness, skills development financing and policy, advocacy and coordination. ACOA-funded trade projects are under COOPERATION Program/Agreements Section. Also includes records relating to ACOA's priority to increase foreign direct investment in the Atlantic region through targeted investment missions, investment research, information management dissemination, promotional activities and investment development partnership.
Topics: Policies, General Information, Publications, Meetings, Committees, Multilateral Trade Negotiations, International Trade, Interprovincial Trade, Trade Missions, Trade Shows, Investment Promotion, and Proposals, Enhanced Representation in the US Initiative.
Program Record Number: ACO IND 027

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Budgets

Buildings

Buildings and Properties

Business Continuity Planning

Classification of Positions

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Information Technology Services

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Physical Security

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Vehicles

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Business Continuity Planning

Hospitality

Internal Disclosure of Wrongdoing in the Work-Place

Personnel Security Screening

Relocation

Travel

Classes of Personal Information

Mailing Lists

This class of personal information contains the names and addresses of individuals who are on a mailing list to receive specific information

or publications on departmental programs and activities. The lists are used by all bureaus to distribute departmental information and to respond to requests by individuals. The lists are updated on a continuing basis. The lists are maintained for a minimum of two years.

Ministerial Correspondence

This class of information contains correspondence addressed to the Minister, from external organizations and individuals in the form of requests for information, complaints, opinions and other submissions related to a broad range of policy issues pertaining to ACOA's activities wherein some unsolicited personal information has been provided by the correspondent. This form of information would be retrievable only if specifics of name, date of communication and subject were to be provided; it is not arranged or retrievable by personal identifiers. The retention periods of these classes of personal information are controlled by the record schedules of the general subject files in which they are stored.

Programs and Agreements

This class of information contains documents related to programs and agreements administered by ACOA. Personal information may be stored in administering programs falling within this class. The information may include financial, employment and demographic data on individuals. Such data, however, would be stored as part of the general subject files where records are not normally retrieved by name of individual or other personal identifier. This form of information is normally retrievable only if specifics are provided.

Public Opinion Research

This is a class of records generated by departmental officials who conducted public opinion research on a vast spectrum of topics related to the mandate and mission of ACOA. Retrievable records consist of data gathering instruments, such as, but not exclusively, questionnaires which may contain personal information that reveals the identification of the research subject. Data contained in this class of records are not used for administrative purposes. Individuals seeking access to these records must provide the title of the research project in which they participated, the location and the date of the search, and any other data that may help to identify and locate the personal information they are seeking.

Subject Files and routine Correspondence

Some Agency programs and activities result in the accumulation of personal information which is not contained in the personal information banks described above. This personal information is stored within subject files described as part of the Agency's Information Holdings where records are not normally retrieved by the name of the individual or other personal identifier. This form of personal information consists of enquiries concerning particular justice matters, as well as requests for publications and reports. The information is normally retrievable only if specifics are provided concerning the subject matter. Retention of this form of personal information is controlled by the records schedules of the subject files in which the information is stored.

Suggestions

This class of information may contain the names of persons, working at the Atlantic Canada Opportunities Agency, who have submitted suggestions either in hard copy or electronically regarding various facets of the workplace, such as internal communications, leadership, career development, teamwork, and business process.

Manuals

- ACOA Acquisition Card Policy
- ACOA Classification Designation Guide
- ACOA Financial Coding Manual
- ACOA Parking Policy
- ACOA Vehicle Management Policy
- Business Development Program – Policy and Procedures Manual
- Classification/Designation of Information Guide
- Community Futures Program – Policy and Procedures Manual
- Employee Codes
- Employee Guide to Government Security
- GMAX (Entry and Escape)
- Guidelines for the Preparation of Minister's Correspondence
- Guidelines for the Preparation of the President's Correspondence
- Payment Authorization

- Payment Requisition
- Pre-authorized Payments for Travel
- Stop Payment/Cancelled Cheques
- Subject Classification Guide
- Supplier Codes (Operating and Maintenance, and Grants and Contributions)
- The ACOA Trade Toolkit
- Visual Identity Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Agency and its various programs and functions may be directed to:

Head Office
Atlantic Canada Opportunities Agency
644 Main Street, 3rd Floor
P. O. Box 6051
Moncton, New Brunswick E1C 9J8

Telephone: 506-851-2271
Toll-free: 1-800-561-7862
TTY (Toll Free): 1-877-456-6500
TTY (Moncton Area): 506-851-3540
Facsimile: (506) 851-7403
E-mail: comments@acoa-apeca.gc.ca
Internet: www.acoa-apeca.gc.ca

Reading Room

The library at the Agency's Head Office has been designated as a public reading room for the purposes of the Access to Information Act. The address is:

Library
Atlantic Canada Opportunities Agency
Head Office
644 Main Street, 3rd Floor
P. O. Box 6051
Moncton, New Brunswick E1C 9J8

Atlantic Pilotage Authority Canada

Chapter 3

General Information

Background

As a result of recommendations made by the Royal Commission on Pilotage in Canada, the Pilotage Act was assented to by Her Majesty and the Governor-in-Council and proclaimed February 1, 1972.

The Pilotage Act created four pilotage regions with specific authorities, thereby replacing a large number of local pilotage districts. The four pilotage authorities – Atlantic, Laurentian, Great Lakes, and Pacific – are Crown corporations, responsible to Parliament through the Minister of Transport.

The Atlantic Pilotage Authority was incorporated in carrying out the Pilotage Act in 1972, and pursuant to the Financial Administration Act, (Schedule SC 1983-84, 31) was designated a Schedule III Part I Crown corporation.

Responsibilities

The role of the Authority is to establish, operate, maintain and administer, in the interest of safety, an efficient and economical pilotage service within its geographical boundaries – all coastal waters in the Atlantic region. As a further goal, the authority prescribes tariffs of pilotage charges that are fair, reasonable and consistent with providing revenues sufficient to permit the Authority to operate on a self-sustaining financial basis.

Legislation

- Atlantic Pilotage Regulations
- Authority By-Laws
- Canadian Shipping Act
- General Pilotage Regulations
- Pilotage Act

Organization

Administration Division

This Division provides administrative and financial services as required to operate within accepted corporate business procedures.

Operations Division

This Division provides pilotage services by assigning and dispatching qualified pilots to ships navigating within the boundaries of the Atlantic Pilotage Authority.

Information Holdings

Program Records

Pilotage Services

Description: Information on the provision of pilotage services within the Atlantic region.
Topics: Dispatching records; pilotage licences; tariff charges; assignments of pilots to vessels; collective agreements; international shipping affairs.
Program Record Number: APA OPD 005

Tariffs

Description: Information on the setting of tariffs for the provision of pilotage services; also the conduct and results of consultation concerning the setting of tariffs in various districts throughout the region as well as results of Canadian Transportation Agency of Canada hearings.
Topics: Setting of tariffs; tariff charges; pilotage services; CTA hearings.
Program Record Number: APA OPD 010

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Administration and Management Services

Budgets

Business Continuity Plans

Classification of Positions

Employment and Staffing

Finance

Human Resources

Information Technology Services

Pensions and Insurance

Personnel

Procurement

Training and Development

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Business Continuity Planning (BCP)

Personnel Security Screening

Manuals

- Accounting Procedures
- Administrative Directives
- Collective Agreements
- Dispatching Procedures
- Pilot Licence Register
- Pilotage Tariffs
- Service Contracts
- Working Rules

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please note: Requests made to the Atlantic Pilotage Authority under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Atlantic Pilotage Authority.

Requests for further information about the Authority and its various programs and functions may be directed to:

Atlantic Pilotage Authority
Cogswell Tower
2000 Barrington Street, Suite 910
Halifax, Nova Scotia B3J 3K1

Tel.: (902) 426-2550

Reading Room

An area on the premises of this institution has been designated as a public reading room according to the provisions of the Access to Information Act. The address is:

2000 Barrington Street, Suite 910
Halifax, Nova Scotia B3J 3K1

Auditor General of Canada

Chapter 4

The annual update for this institution was not received for inclusion in the 2006-2007 version of this Info Source publication. The following is from the 2005-2006 version of Info Source.

Note: This institution is not subject to the Access to Information Act.

General Information

Responsibilities

The Auditor General is required by the Auditor General Act to audit government departments, agencies, and Crown corporations and the Public Accounts of Canada. The Office promotes: accountable government, an ethical and effective public service, good governance, sustainable development, and the protection of Canada's legacy and heritage.

The Office does this by: conducting independent audits and studies that provide objective information, advice, and assurance to Parliament, government, and Canadians; working collaboratively with legislative auditors, federal and territorial governments, and professional organizations; and providing a respectful workplace in which our diverse workforce can strive for excellence and realize their full career potential.

The Auditor General reports directly to the House of Commons, through the Speaker.

The position of Commissioner of the Environment and Sustainable Development was created as part of the Office of the Auditor General of Canada, following changes to the Auditor General Act in 1995. The role of the Commissioner is to assist parliamentarians in their oversight of the federal government's efforts to protect the environment and foster sustainable development, by providing them with objective, independent analysis and recommendations. Making the government accountable for greening its policies, operations and programs is a key part of the Commissioner's mandate. The Commissioner monitors and reports annually to the House of Commons on progress toward sustainable development. The Commissioner assists the Auditor General with environmental and sustainable development duties. Ms. Johanne Gélinas was appointed the second Commissioner of the Environment and Sustainable Development in August 2000.

The Auditor General is independent of the government of the day. Ms. Sheila Fraser was appointed Auditor General in May 2001 for a 10-year period. The Office has the freedom to recruit its own staff and set the terms and conditions of employment for staff.

Information Holdings

Program Records

Medical Records
Description: These files are used to record health history and medical examinations of current and past employees and contract staff of the Office of the Auditor General who travel overseas. They contain records of annual and periodic medical examinations, required inoculations, health histories, results of biochemical tests, x-rays, and cardiograms. The files are arranged in alphabetical order by last name.
Note: These files are maintained by the International Development Research Centre (IDRC) IDR PPE 803
Topics: medical records
Program Record Number: OAG IDR 010

Particular Personal Information Banks

Privacy Requests Data Bank
Description: This bank contains request forms sent by individuals requesting access to information held about them, the replies to such requests and information related to their processing.
Class of Individuals: This information relates to individuals requesting access to their files.
Purpose: Information in this bank is used for processing requests under the Privacy Act only, and to report on the number of privacy requests received annually.
Consistent Uses: No consistent uses
Retention and Disposal Standards: Files are kept for six years, after which the records are destroyed.
RDA Number: 98/001

Related PR#: OAG PRN 930
TBS Registration: 001590
Bank Number: OAG PPU 020

Competition Files
Description: This bank exists in accordance with the Public Service Employment Act to record and provide information related to any competition administered by the Auditor General's Office. The data include job descriptions; requests to staff; job profiles; statement of qualifications; terms of reference; eligibility lists; applications for the particular competitions. The bank contains records on all persons who are included in a competition which the Auditor General's Office administers. Individuals may gain access to these records by a written request.
Class of Individuals: The information relates to all persons who are included in a competition which the Auditor General's Office administers.
Purpose: The bank is used to provide information relating to all competitions administered by the Auditor General's Office so that the most meritorious candidate is selected.
Consistent Uses: Information used for competitive process
Retention and Disposal Standards: Retention for board assessments is three years following board date; for eligibility lists one year after expiry; and for other documents three years from date of completion of process, after which the records are destroyed.
RDA Number: 98/005
Related PR#: OAG 785
TBS Registration: 001589
Bank Number: OAG PPU 015

Professional Service Contracts
Description: This bank contains data on all individuals on contract to the Office of the Auditor General and includes such information as curricula vitae, performance appraisals, rates charged for services, dollar values of contract, terms of contracts and previous contracts.
Class of Individuals: This information relates to all individuals working on contract for the Office of the Auditor General (OAG) anywhere in the world.
Purpose: The purpose of this bank is to maintain information on individual consultants engaged under contract.
Consistent Uses: This information is used to report on the status and commitment values of contracts throughout the Office.
Retention and Disposal Standards: Files are kept for seven fiscal years, after which the records are destroyed.
RDA Number: 98/004
Related PR#: OAG 410
TBS Registration: 001587
Bank Number: OAG PPU 005

Unsolicited Employment Applications
Description: The data in this bank include the applicant's name and address, the date the application was acknowledged and the type of action taken. Anyone requesting access to these records should do so in writing.
Class of Individuals: The information relates to persons who have submitted applications without the Office of the Auditor General requesting them to do so.
Purpose: This bank exists to keep a record of unsolicited employment applications received by the Office and the action taken by the Office following the receipt of an application.
Consistent Uses: No consistent uses
Retention and Disposal Standards: Records are retained for six months to one year, after which the records are destroyed.
RDA Number: 98/005
Related PR#: OAG 780
TBS Registration: 001588
Bank Number: OAG PPU 010

Database of on-line applications for job opportunities
Description: A database of all on-line applications for employment at the Office of the Auditor General of Canada. Includes covering letters, resumes and on-line responses to screening questions for each candidate. Individuals may gain access to and update their own applications while the job is active through the Internet, and by contacting HR staff once the job is closed and archived. The database is maintained by the third party providing the applicant tracking software.
Class of Individuals: All individuals who apply on-line to job opportunities at the OAG.
Purpose: The purpose of the applicant tracking system which generates the job application that is kept in the database is to process job applications efficiently and effectively.
Consistent Uses: No consistent uses
Retention and Disposal Standards: Information is archived once each job posting is closed, but remains accessible to OAG HR staff for at least two years, after which the records are destroyed.
RDA Number: 98/005
Related PR#: OAG 780
TBS Registration: 005127
Bank Number: OAG PPU 025

Correspondence
Description: This bank contains correspondence in the form of requests for information, requests for publications, requests to undertake audits, environmental petitions, comments and suggestions related to a broad range of issues pertaining to the Office. The communication is addressed to the Office of the Auditor General or specifically to the Auditor General or the Commissioner of the Environment and Sustainable Developmentand may be received as emails, letters and/or telephone calls.
Class of Individuals: The public, the media and members of parliament who have communicated with the Office.
Purpose: The purpose of this bank is to support the preparation and monitoring of responses by the Office of the Auditor General and government departments and to inform senior management about issues of concern to parliamentarians, the media and the public.
Consistent Uses: Can be used for audit purposes
Retention and Disposal Standards: Records are retained for ten years, after which the records are destroyed.
RDA Number: 98/001
Related PR#: OAG 220
TBS Registration: 005128
Bank Number: OAG PPU 030

Distribution and Notification Lists
Description: This bank contains names, mailing addresses and email addresses of individuals and organizations who want to be notified when the next report of the Auditor General and/or Commissioner of the Environment is published or who are on a distribution list to receive copies of these reports. This information is obtained through a variety of means-internet, telephone and mail.
Class of Individuals: The general public
Purpose: This bank is used to inform interested individuals or organizations of the availability of the latest report published by the Office of the Auditor General and to distribute these reports.
Consistent Uses: No consistent uses
Retention and Disposal Standards: The information is kept until cancelled by the requestor or until the email address or distribution information is no longer valid, after which the records are destroyed.
RDA Number: 98/001
Related PR#: OAG 325
TBS Registration: 005129
Bank Number: OAG PPU 035

Consultants' Self-Registration system
Description: This bank allows individual consultants to register their professional experience with audits and studies, and other skills (e.g. project management, quantitative analysis, information technology, human resources management, etc.) as well as individual and corporate capability statement and brochures.
Class of Individuals: Consultants
Purpose: The purpose of this list is to allow consultants to register their interest in obtaining contracts and to allow audit and administrative staff of the Office to search and establish lists of qualified candidates for evaluation and/or bid solicitation.
Consistent Uses: The list will be used in two ways. First, the system will automatically and objectively match potential consultants who meet the experience and skills required for a particular assignment that will be defined in a written statement of work. Second, staff may use a full-text to search résumé and other relevant information to provide further clarification and elaboration on experience and skills of consultants.
Retention and Disposal Standards: Records are retained for a minimum period of two years, after which the records are destroyed.
RDA Number: 99/004
Related PR#: OAG 410
TBS Registration: 005130
Bank Number: OAG PPU 040

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Automated Document, Records, Information Management Systems

Electronic Network Monitoring Logs

Executive Correspondence Management System

Hospitality

Personnel Security Screening

Relocation

Travel

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Privacy Act.

For further information on the activities of the OAG, please contact:

Office of the Auditor General of Canada
240 Sparks Street, Stop 1191
Ottawa, Ontario

Telephone: 613-995-3708, ext. 6550
E-mail: privacy@oag-bvg.gc.ca

Bank of Canada

Chapter 5

General Information

Background

The Bank of Canada is the country's central bank. It was incorporated in 1934 under the Bank of Canada Act. Under the preamble of the Act, unchanged since its inception, the Bank of Canada is required "to regulate credit and currency in the best interests of the economic life of the nation, to control and protect the external value of the national monetary unit and to mitigate by its influence fluctuations in the general level of production, trade, prices and employment, so far as may be possible within the scope of monetary action, and generally to promote the economic and financial welfare of Canada."

Overall responsibility for the management of the Bank is assigned to the Board of Directors, composed of the Governor, the Senior Deputy Governor and 12 directors. The Governor and Senior Deputy Governor are appointed for seven-year terms, the directors for three years. The Deputy Minister of Finance sits on the board as a non-voting member. The Governor is the Chief Executive Officer of the Bank and is responsible for the business of the Bank. As a practical matter, since 1994, the Governing Council, composed of the Governor, the Senior Deputy Governor and the four other Deputy Governors has conducted Monetary Policy. The Executive Management Committee which includes a broader representation of management ensures that matters related to strategic direction and management are reviewed at the executive level.

Responsibilities

The Bank of Canada's primary responsibilities can be grouped into four broad functions: developing and implementing monetary policy, issuing bank notes, promoting the safety and efficiency of Canada's financial systems and providing funds management services.

Monetary policy is the Bank's primary function and most important responsibility. Monetary policy is concerned with managing the rate of monetary expansion in a way that is consistent with preserving the value of money. As part of its financial system role, the Bank oversees and provides operational support for major clearing and settlement systems, and conducts research into financial stability issues. In funds management, the Bank serves as fiscal agent for the government, advising on the management of the federal public debt and providing treasury management services. The Bank also has sole responsibility for issuing Canada's bank notes, undoubtedly its best-known product. This responsibility involves note design (including features that enhance security against counterfeiting), as well as printing, distributing and eventually replacing bank notes. Coinage, on the other hand, is produced by the Royal Canadian Mint. Lastly, as the government's fiscal agent, the Bank advises the government on matters relating to the public debt, issues government debt, maintains bondholder records, and makes payments on behalf of the government for interest and debt redemption.

Legislation

- Bank of Canada Act
- Payment, Clearing and Settlement Act

Organization

Corporate Administration Departments

The Corporate Administration Departments provide advice, information and internal services that support the management of the Bank. The Corporate Administration departments are: Executive and Legal Services, Communications, Corporate Services, Financial Services (information, human resources, facilities, office, protective and automation services) and Audit Services. Executive and Legal Services provide corporate secretary support to the Bank's Board of Directors and the management of the Bank. Communications provide publication and public information services and Financial Services is responsible for the internal financial functions of the Bank, statutory financial reporting requirements, and accounting in support of the Exchange Fund Account.

Department of Banking Operations

The overall responsibility of the Department is to provide efficient and effective service to other central banks, international financial organizations,

the Government of Canada, chartered banks, trust companies and other financial organizations. Its responsibilities include the security and administration of valuables such as gold and securities, unclaimed bank balances, the provision of banking services to other clients, and all aspects of the issuance of bank notes, including custody of the National Currency Collection. The Department also provides fiscal functions for which the Bank of Canada acts as an agent for the Government of Canada. These functions include the clearing of government obligations and receiving deposits for the account of the Government of Canada. Finally the Department participates with the Research Department in the Bank's Regional Presence activities.

Department of Monetary and Financial Analysis

This department is responsible for analyzing the transmission mechanism of monetary policy and contributing to the Bank's role in providing for financial stability. The department monitors and analyzes the evolution of financial variables such as monetary aggregates, credit aggregates and interest rates. It also monitors the evolution of the financial institutions, financial intermediation and payments systems to assess the implications for monetary policy and financial stability. It provides advice on regulatory and supervisory issues related to the financial sector policies under the jurisdiction of the federal government. Finally the department is responsible for the regulatory oversight of major clearing and settlement systems.

Financial Markets Department

This department has both operational and analytical duties. Its most important operational functions are to help implement monetary policy through its activities in financial markets, to conduct foreign exchange operations as fiscal agent for the government and the Bank, and to issue Government of Canada securities (principally treasury bills and marketable bonds) both domestically and abroad. Its analytical function is to monitor conditions in financial markets, forecast key financial flows and study relevant financial relationships. The results are communicated to the Bank's senior officers for their use in formulating monetary policy, advising the government on matters related to debt management, and influencing the development of capital market structures appropriate to Canadian needs.

Debt Administration Office

This department is responsible for administering Government of Canada domestic securities. Its functions include: development and distribution of debt certificates; maintenance of the debt register information; servicing the holders of debt instruments through account statements, interest payments, product information and other client services; and managing the order-taking and redemption processes through intermediaries.

International Department

The principal responsibilities of this department include producing timely analyses of current and prospective economic developments in foreign countries, providing policy advice on issues addressed by international organizations such as the International Monetary Fund and the OECD, and undertaking studies on international financial markets and economic policy issues.

Research Department

This department's primary responsibility is to assess the significance of current economic developments and prospects in Canada and to keep Bank management fully informed about them. An aspect of this responsibility is to seek further understanding of the operation of the economy and of public policies which are, or could be, employed in an attempt to regulate it.

Information Holdings

Program Records

Corporate Administration Departments

Confirmation of Balances and Statements of Gold and Securities Held in Safekeeping by the Bank of Canada
Description: Information on the custodial responsibilities of the Bank towards clients for the safekeeping of their gold or securities.
Topics: Central banks; chartered banks; domestic financial institutions; Government of Canada accounts; Government of Canada agencies; international financial institutions; dealers.
Access: Files are arranged by organization.
Format: Paper and electronic.
Program Record Number: BOC CSD 345

Exchange Fund Account
Description: Information on the Minister of Finance's Exchange Fund Account, the principal

repository of Canada's foreign exchange reserves.
Topics: Legislation, transactions and accounting procedures; portfolio management; Exchange Fund Account reports.
Access: Files arranged by subject
Format: Paper and electronic
Program Record Number: BOC CSD 350

Fellowship Program
Description: The goal of this program is to encourage research at Canadian universities in areas critical to the Bank's mandate: macroeconomics, monetary economics, international finance, and the economics of financial markets and institutions. The records contain the applications and supporting document, including research papers, letters of nomination and other material to substantiate how the applicants meet the criteria of the program; criteria used to determine successful applicants; committee meeting agenda and minutes, etc.
Topics: Fellowship Program – General, Policies and Procedures; Press Releases; Nominating Committee; Meetings; Presentations by Recipients of Research Findings.
Access: Files are organized by subject; fellowship recipiants and non-awarded are filed in alphabetical order by applicant name.
Program Record Number: BOC ELS 400

General Accounting Records
Description: Information on various accounts and accounting as prescribed by the Bank of Canada Act.
Topics: Accounting; Bank of Canada balance sheets; Bank of Canada notes -general, orders and deliveries, destruction, pricing; statements/reports; banks in liquidation -loan analysis; investment transactions; unclaimed bank balances.
Access: Files arranged by subject
Format: Paper and electronic
Program Record Number: BOC CSD 340

Department of Banking Operations

Bank Note Research
Description: Information on all phases of bank note design, production, anti-counterfeiting measures, distribution and special studies on the automation of handling of bank notes.
Topics: Special studies; committees and conferences; currency usage -technological developments; coin/note substitutions; bank note design -general, series and denominations, counterfeiting/simulations, security features, research, security research; bank note production; note flows issues; notes flows -studies/ projects; automation.
Access: Files arranged by subject
Format: Paper and electronic
Program Record Number: BOC DBO 285

Bank of Canada Notes, Government Securities and Gold
Description: Information on the finishing, inventory and distribution of Bank of Canada notes and Government of Canada securities; the processing and destruction of used and mutilated bank notes; custodial responsibilities for gold.
Topics: Accounting procedures; Bank of Canada notes -general, statements, bank note companies, orders/deliveries, shipments, transportation, inventory, redemption and disposal, destruction certificates -unissuable notes; coins -general, statements, mutilated, requisitions; securities; treasury bills; Canadian National Railway bonds; Government of Canada bonds; Canada Savings Bonds; client gold accounts arrangements and transactions.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC DBO 300

Canadian Institutions and Financial Sector Automation
Description: Information on the payment systems of major Canadian institutions.
Topics: Chartered banks and savings banks; trust and mortgage loan companies; credit unions and caisses populaires; provincial government savings institutions; Canadian government departments and agencies; retailers; communications carriers; protocols.
Access: Files arranged by company.
Format: Paper and electronic
Program Record Number: BOC DBO 301

Client Accounts
Description: Information on the maintenance of client accounts and related transactions.
Topics: Accounts related to the Government of Canada; Government of Canada agencies; chartered banks and non-banks; central banks and international financial institutions.
Access: Files arranged by client account.
Format: Paper and electronic.
Program Record Number: BOC DBO 275

Currency Museum
Description: Includes information related to the administration and programs of the Currency Museum including the National Currency Collection, the largest collection of Canadian bank

notes, coins, and tokens in the world. The Museum offers educational activities in the museum itself and traveling exhibits that can be seen across Canada. These traveling exhibits are available to cultural organizations.
Topics: These records may include material related to general information about the Currency Museum, communications, records documenting the sale and distribution of photographic reproductions; information related to the planning and implementation of Exhibits, Tours, Activities/ Workshops, Gallery Development, School Programs, Special Events; records relating to the Bank of Canada Numismatic Collection - Exhibits and Speeches, Specimen notes and Coins from Central Banks handed to Currency Collection, Items on Loan from the National Currency Collection, Items on Loan to Currency Collection, Statement of Purchases.
Access: by subject.
Program Record Number: BOC DBO 271

Domestic Payment System Developments and Implications
Description: Information on planning in the Canadian payments system as it evolves towards more electronic methods.
Topics: Canadian clearing system; task forces and committees; Canadian Computer Communications Task Force; Working Group 3 study; payments system policy; Canadian Payments Association.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC DBO 302

Government Banking and Agency Operations
Description: Information on field operations of banking services to other central banks and fiscal agent services provided to the Government of Canada.
Topics: See Government Banking and Fiscal Services, Client Accounts and Loans of or Guaranteed by the Government of Canada.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC DBO 290

Government Banking and Fiscal Services
Description: Information on general banking services to other central banks and to fiscal agent services provided for the Government of Canada.
Topics: Bank Act security; Canadian Bankers' Association; clearing; government deposits; Interbank International Payments System; safekeeping of valuables; one dollar coin; Bank of Canada accounts at central banks; Bank of Canada gold accounts at central banks; external signing authorizations; Bank of Canada notes -general, operational procedures, enquiries/ comments, pricing and ordering, design and release, circulation, counterfeit, redemption and disposal, bank note companies; coins -general, enquiries, specimen and commemorative coins; deposits and payments processed through client accounts; Canadian Payments Association - general, automated clearing settlement system (ACSS); Large Value Transfer System (LVTS); Banknote Operation System (BNOS); Note Exchange System (NES); Funds Management (Financial Asset/Liability Management); Financial Stability (Settlement and Credit Operations); agency operational procedures; cash overages and shortages; client services; automation -bank note distribution systems -general -meetings; taxation -policies and procedures; transportation administration; transportation contracting; transportation security matters; closing of agencies' cash operations; regional presence, regional distribution points.
Access: Files arranged by subject
Format: Paper and electronic.
Program Record Number: BOC DBO 270

Government of Canada Clearings and Redemptions
Description: Information on the processing of government items and the related payments or deposits to be made to or on behalf of the government.
Topics: Balance and recapitulations; government deposits; redemptions; settlement enquiries; deposit letters.
Access: Files arranged by subject
Format: Paper and electronic.
Program Record Number: BOC DBO 295

International Payments System Developments and Implications
Description: Information on international payments system automation research and planning.
Topics: Bank for International Settlements (BIS); central banks; International Standardization Organization (ISO) -automation standards; Society for World-Wide Inter-bank Financial Telecommunications (SWIFT).
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC DBO 303

Loans of or Guaranteed by the Government of Canada
Description: Information on loans issued by or guaranteed by the Government of Canada for which the Bank of Canada acts as manager of the public debt; also rules, regulations and transactions of each issue.
Topics: Transfers and exchanges; transfer and guarantee of signatures on securities -resolutions; treasury bills; Canadian National Railways bond issues; Government of Canada bonds; instructions to agents on the delivery of Government of Canada loans, bond auctions and Canada Savings Bonds; interest payments and commission due on foreign borrowings; Revolving Standby Credit Facilities.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC DBO 280

Role of Banks in Providing Computer Services
Description: Research performed by the Canadian Computer Communications Task Force and the Interdepartmental Steering Committee on the electronic payments system.
Topics: Task forces and committees; computer services offered by financial institutions; computer services bureaus.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC DBO 304

Department of Monetary and Financial Analysis

Capital Markets
Description: Information and studies into the functioning of capital markets.
Topics: Household credit; bond markets; equity markets; money markets; securitization.
Access: Files arranged by subject.
Format: Paper and electronic
Program Record Number: BOC MFA 155

Chartered Bank Analysis
Description: Information on balance-sheet and income statements of chartered banks and descriptive and econometric analysis of the banking system.
Topics: Canadian dollar assets; Canadian dollar liabilities; foreign currency business and operations abroad; earnings, expenses and balance of revenue; chartered bank operations through affiliates.
Access: Files arranged by transactions.
Format: EDP systems.
Program Record Number: BOC MFA 105

Consumer Credit Markets
Description: Information collected by the Bank of Canada or Statistics Canada on the consumer debt held by financial institutions; also analyses of consumer credit markets.
Topics: Consumer credit and Household credit.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC MFA 125

Data Administration
Description: Documentation of data bases and requirements.
Topics: Data base documentation; data requirements; data definitions; data adjustments; data sources; data operations manuals.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC MFA 165

Econometric Analysis and Background Studies
Description: Econometric models of financial markets, econometric analysis of the demand for financial assets, econometric investigation of financial-real linkages and general information on recent developments in econometric techniques.
Topics: Econometric analysis of the monetary system; econometric models of markets; econometric models on financial-real linkages; technical support and special projects.
Access: Files arranged chronologically.
Format: EDP systems.
Program Record Number: BOC MFA 140

Financial Flows and Forecasting
Description: Information on the flow of credit between broad sectors of the economy; summary tables published semi-annually in the Bank of Canada Review.
Topics: Financial flows matrix; credit market summary tables; sectoral analyses; financial markets projects.
Access: Files arranged by subject, sector and financial instrument.
Format: Paper and electronic.
Program Record Number: BOC MFA 135

Interest Rates
Description: Statistical information on market and administered rates in Canada and abroad; also analytical material related to interest rates, such as analyses of the term structure of real interest rates, and of the relationship between interest rates and inflation.
Topics: Canadian financial institutions' interest rates; Canadian securities market interest rates; American interest rates; European interest rates.

Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC MFA 130

Monetary Policy
Description: Technical and econometric analyses of the role of monetary and credit aggregates as targets or indicators of monetary policy, as well as some analyses of the importance of international linkages in the conduct of monetary policy.
Topics: Bank of Canada balance sheet data; instruments of monetary policy; targets and indicators of monetary policy; international aspects of monetary policy.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC MFA 100

Mortgage Market
Description: Information on mortgage loan approvals and mortgages outstanding held by financial institutions collected for the most part from published sources; also analyses of the mortgage market.
Topics: Private institutional lenders; government lenders; new housing; existing housing.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC MFA 120

Non-bank Financial Intermediaries
Description: Balance-sheet data and analyses of the non-bank financial institutions.
Topics: Trust and mortgage loan companies; credit unions and caisses populaires; sales finance and consumer loan companies; affiliates of foreign banks; life insurance companies; Quebec Savings Bank; provincial savings offices.
Access: Files arranged by company.
Format: Paper and electronic.
Program Record Number: BOC MFA 110

Regulatory Issues
Description: Reports and studies on regulatory issues.
Topics: Deposit Insurance; ownership of financial institutions; statutory revisions; structure of financial institutions; Payments systems.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC MFA 160

Reviews and Comments on External Documents
Description: Reviews and/or comments on external documents received by the Bank of Canada.
Topics: Documents from Department of Finance, Statistics Canada, The Conference Board of Canada, various other Canadian government departments, provincial governments, private sector organizations, American organizations (e.g. DRI, Conference Board), international organizations (e.g. IMF, OECD); academic publications or discussion papers.
Access: File arranged by institution.
Format: Paper and electronic.
Program Record Number: BOC MFA 170

Security
Description: The security business line is responsible for administering the Bank's Security Policy and the Canadian Government Security Policy . It has the responsibility to develop policies and procedures in the areas of access control, physical security, security of personnel, security of material, security of information technology, security of informatics and communications security.
Topics: Physical access control; security breaches; access cards; security screening and clearances; policies and standards; threat and risk assessments; security awareness and training; business continuity management program; physical security systems and equipment; advice and training on the use of security equipment; access control credentials and associated access rights to the Bank's IT environment.
Access: files arranged by subject
Format: paper files and electronic records
Program Record Number: BOC CSD 355

Surveys, Reports and Returns
Description: Information on the collection of financial data required for the monitoring and analysis of financial developments.
Topics: Reports and returns -trust companies, mortgage loan companies, non-financial companies, sales finance and consumer loan companies, affiliates of foreign banks; credit unions.
Access: Files arranged by company or organization.
Format: Paper and electronic.
Program Record Number: BOC MFA 150

United States and other Non-Canadian Financial Developments
Description: Information on American monetary policy and recent and projected financial developments in the U.S. and rest of world.
Topics: United States -monetary policy and regulations, banking system; securities markets; thrift institutions and mortgage market; financial commentaries; financial data.
Access: Files arranged by subject.

Format: Paper and electronic
Program Record Number: BOC MFA 145

Financial Markets Department

Book-Entry Securities Systems Development
Description: Information on the studies, planning, development, coordination and implementation of book-entry securities systems.
Topics: New issue distribution service (NIDS); Canada bond bring-on project (CBBO); Money Market System (MMS); risk containment and regulation; debt clearing service; other special projects.
Access: Files arranged by subject
Format: Paper and electronic
Program Record Number: BOC FMD 071

Capital Markets
Description: Reports of economic and financial developments in the Atlantic region of Canada; also activities of various organizations that relate to capital market developments of interest to the Bank of Canada.
Topics: Capital market coverage; government regulatory bodies; Canadian Depository for Securities; United States Securities Regulations; financial structure and regulation.
Access: Files arranged by subject.
Format: Paper and electronic
Program Record Number: BOC FMD 005

Chartered Bank Cash Management
Description: Information relating to the cash reserve management operations of the Bank of Canada and the chartered banks; the assets and liabilities of the Bank of Canada; and the characteristics of the institutional relationship within the clearing and settlement system.
Topics: Bank of Canada balance sheets; advances; underbought/overbought position; cash reserves; reserve requirements; clearings and payments system; Government of Canada deposits; note circulation; statements; compensation to financial institutions; chartered banks; direct clearing members of the Canadian Payments Association; Zero Reserve Operations; cumulative averaging.
Access: Files arranged by subject and institution.
Format: Paper and electronic.
Program Record Number: BOC FMD 035

Domestic Financing - General
Description: The release of general information outlining the terms and conditions of Government of Canada new loan issues.
Topics: New loan and bond auction press releases; prospectuses; confirmation of offering; procedures; allotments; participation; statements.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC FMD 050

Domestic Financing - Matured Government of Canada Loans and Canada Savings Bonds
Description: Historical statistical information on the administrative details of each Government of Canada loan operation; used as research material for current borrowing operations.
Topics: Loans.
Access: By name or maturity.
Format: Microfilm.
Program Record Number: BOC FMD 055

Foreign Exchange Market Analysis
Description: Information on developments in the Canadian and overseas exchange markets, trading in Canadian dollars against foreign currencies, the value of the major foreign currencies and exchange arrangements maintained by other major countries.
Topics: Summary reports on exchange rates; statistical reviews and exchange rate development in overseas countries; exchange market settlement and accounting features; foreign exchange market surveys; forward market, swaps, currency futures and other financial innovations; statistical reports; external financing and takeovers; globalization of the foreign exchange market.
Access: Arranged by institution and by subject.
Format: Paper and electronic.
Program Record Number: BOC FMD 080

Foreign Exchange Transactions
Description: Information on foreign exchange bookkeeping and trading procedures of the Bank of Canada and transactions with other central banks.
Topics: Transactions and procedures; portfolio management; reports; signing authorities; Bank of Canada foreign accounts.
Access: Files arranged by subject or organization.
Format: Paper and electronic.
Program Record Number: BOC CSD 355

Foreign Financing - Government of Canada
Description: Legal documentation for Government of Canada foreign loans and standby credit facilities. Statistical information used to monitor and analyze developments in international capital markets. Statistical and administrative documentation of the procedures undertaken by the Government of Canada to borrow abroad.
Topics: Foreign financing general; foreign banks; Exchange Fund Account; Government of Canada

foreign loans issued; standby credit facilities; Canada bills; interest rate and currency swaps; Yankee Bond buyback program; foreign underwriters.
Access: Files arranged by subject, by loan and issue date and by company.
Format: Paper and electronic.
Program Record Number: BOC FMD 060

Government of Canada Cash Projections and Debt Management Planning
Description: Information on the management and forecasting of the Government of Canada's cash balances. Analytical studies to support debt management planning and initiatives are prepared.
Topics: Federal budget and main estimates; government cash reports and forecasts; debt management issues.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC FMD 065

Government Sector Analysis and Forecasting
Description: Information on developments in the government sector. Projections of federal and provincial government revenues and expenditures are developed.
Topics: Monitoring and forecasting using the Quarterly Projection Model; QPM-related and other special reports; program and policy analysis; provincial budget and borrowing analysis.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC FMD 066

Intervention
Description: Documents and papers prepared in Canada and in other major countries relating to the Working Group on Exchange Market Intervention. The group was established at the Versailles Summit of the Heads of State and Government, June 1982.
Topics: Intervention studies.
Access: Files arranged by subject and by country.
Format: Paper and electronic.
Program Record Number: BOC FMD 090

Money Market Analysis and Primary Distribution
Description: Information on the general financial market activity of various institutions and organizations with particular emphasis on the money market arrangements (with Bank of Canada) and money market activity of banks and investment dealers.
Topics: Industries and associations; Financial Research Foundation of Canada; financial institutions; stock exchanges; insurance companies; mortgage companies; finance companies; non-financial institutions; primary distributors; jobber money market report; municipal financing; banker's acceptances; mergers of companies and organizations; brokers.
Access: Files arranged by subject and company.
Format: Paper and electronic.
Program Record Number: BOC FMD 010

Official International Reserves
Description: Information on Canada's foreign exchange reserves, including holdings of the Minister of Finance, the Receiver General and the Bank of Canada, as well as borrowings by the Canadian government in foreign currencies.
Topics: Definitions and historical data; reports and statements on reserve status; Government of Canada foreign currency borrowings and loans; reserves -investments.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC FMD 095

Open Market Operations and Securities Market Analysis
Description: Statistical and analytical information relating to financial markets.
Topics: Interest rates; treasury bills; comments on markets; purchase and resale agreements; stock averages and prices; short-term paper; client transactions; issues placements; bond prices, yields and quotes; securities transactions; holdings of securities; U.S. securities; Bank of Canada portfolio; provincial, corporate and municipal markets; interest rate futures.
Access: Files arranged by year and transaction.
Format: Microfilm.
Program Record Number: BOC FMD 030

Primary Distributors - Dealers
Description: Reports on the volumes of transactions in the Canadian securities markets used to assess the level of activity in Canadian securities markets.
Topics: Dealers by name.
Access: Files arranged geographically and by company.
Format: Paper and electronic.
Program Record Number: BOC FMD 020

Primary Distributors - Jobbers
Description: Information on the financial arrangements between the Bank of Canada and major Canadian investment dealers relating to money market activities.
Topics: Jobbers.

Access: By name.
Program Record Number: BOC FMD 015

Primary Distributors - Statistics
Description: Detailed statistical information on the levels of participation by each Canadian investment dealer in each Government of Canada loan.
Topics: Jobbers and dealers by name.
Access: Files arranged by institution, company and region.
Format: Paper and electronic.
Program Record Number: BOC FMD 025

Special Studies and Analysis
Description: Studies and analyses of the various techniques used to implement monetary policy, debt management and securities market strategy.
Topics: Debt management analysis; cash reserve management studies; interest rate analysis; macroeconomics policy papers; capital market analysis; money market analysis; marketing government debt; Canada Savings Bond analysis and surveys.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC FMD 070

Debt Administration Office

Accounting for Government of Canada Securities
Description: Information on the recording, for reporting and controlling purposes, of activities for the period during which the securities are in existence.
Topics: Accounting records and controls; financial reports.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC GSS 330

Administrative Arrangements with Financial Institutions
Description: Instructions and other data made available to financial institutions through which the Bank of Canada deals with bond owners in the normal course of business.
Topics: Issue of Government of Canada loans and securities; maintenance of securities registers; retirement of securities; agents and distributors; Canadian Payments Association.
Access: Files arranged by subject, by loan.
Format: Paper and electronic.
Program Record Number: BOC GSS 335

Government Securities in the Retail Debt Market
Description: Information on the planning, coordination and administration of the sale of Government Securities in the retail debt market; also reports/statistics on the monitoring and analysis of the results of the sale of these securities.
Topics: Government Securities in the retail debt market -general; automation; inquiries; materials -general, distribution, materials distribution centre and lists, inventory, production, transportation; Payroll Savings Plan -campaign, loans, organization, personnel, personnel remuneration, regions/territories, remittance schedules, sales; public service campaign; remittances; sales agents -general, arrangements, coordination, associations, fees and commissions, subagents; sales and redemption.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC GSS 340

Government Securities, Retail Debt Market - Sales and Processing Agents
Description: The administrative arrangements between the Bank of Canada and eligible Sales Agents and Processing Agents.
Topics: Sales Agents and Processing Agents - companies, trust companies, trust companies - non-listed, schedule "B" banks; sales agents other than trusts; processing agents other than trusts and banks.
Access: Files arranged by company.
Format: Paper and electronic.
Program Record Number: BOC GSS 345

Issue of Government of Canada Loans and Securities
Description: Information on the domestic and foreign borrowings by the Government of Canada for which the Bank of Canada acts as fiscal agent or participates as an advisory body.
Topics: Treasury bills; Canadian National Railway bonds; Canada Savings Bonds; New Canada Payroll Savings Plan; Canada Premium Bonds; foreign loans; Government of Canada marketable bonds; Government of Canada loans issued; real return bond issues.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC GSS 305

Maintenance of Securities Registers
Description: Information on procedures and individual security registers and their periodic updating.

Topics: Transfer and exchanges; change of address; lost, stolen or destroyed coupons; lost, stolen or destroyed security certificates; securities registrations; securities processing; guarantee of signatures.
Access: Files arranged by subject.
Format: Microfilm.
Program Record Number: BOC GSS 315

Payment of Interest
Description: Information on the various means and processes by which the contractual obligation to pay interest is discharged.
Topics: Direct deposit; cheques; coupons; withholding tax; interest notices; interest cheque production; cash bonuses; adjustments; taxation.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC GSS 320

Production of Security Certificates
Description: Information on all phases necessary to obtain adequate supplies of security certificates and their distribution to the appropriate locations.
Topics: Production reports; certificate design; foreign issues; printing errors; certificates ordered and distributed; contracts with suppliers.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC GSS 310

Retirement of Government Securities
Description: Information on the process through which owners of Government of Canada securities are reimbursed at maturity or in accordance with the terms under which the securities were issued.
Topics: Canada Savings Bonds; Canada Premium Bonds; Government of Canada marketable bonds; treasury bills; war saving certificates; Canadian National Railways bonds; International Bank for Reconstruction and Development (World Bank) bonds; redemptions of foreign loans.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC GSS 325

International Department

Bank for International Settlements (BIS)
Description: Information on meetings at the Bank for International Settlements (BIS), the work of various BIS committees and the provision of Eurocurrency statistics.
Topics: Meetings -general; Group of Ten - Governors Meetings; Gold and Foreign Exchange Meetings; Concertation Meetings; Meetings of Computer and Databank Experts; Committee on Banking Regulation and Supervision; multilateral surveillance statistics meetings; Standing Committee on Eurocurrency Market; Financial Stability Forum; Eurocurrency statistics; bridge financing -credit facility.
Access: Files arranged by subject, committee and country.
Format: Paper and electronic.
Program Record Number: BOC INT 235

Contacts
Description: Information on various contacts of the Bank of Canada with institutions and organizations in the foreign exchange area in Canada and abroad, principally as an aid to monitoring and analyzing developments in exchange markets.
Topics: Legislation and bank reporting; Canadian Bankers' Association; general brokerage services; Canadian chartered banks; central banks and monetary authorities; foreign commercial banks; governmental departments, agencies and Crown corporations; non-bank financial institutions.
Access: Files arranged by institution or organization.
Format: Paper and electronic.
Program Record Number: BOC INT 200

Developments in Foreign Countries
Description: Information on current economic and financial developments in overseas countries, including relations with the International Monetary Fund (IMF), economic projections for major industrial countries, international comparisons, press reports on developments in overseas countries, international capital markets and international organizations.
Topics: Projections by international organizations and the Bank of Canada; developments in various countries; Bank for International Settlements press summaries; Commonwealth of Independent States (CIS).
Access: Files arranged by subject and country.
Format: Paper and electronic
Program Record Number: BOC INT 220

Developments in the United States
Description: Information on current economic and financial developments in the United States, and the economic outlook, including analysis of economic projections and studies produced by international organizations (IMF and OECD).
Topics: Developments in the United States; projections by international organizations and the Bank of Canada.
Access: Files arranged by subject.

Format: Paper and electronic.
Program Record Number: BOC INT 221

Federal Organizations and Interdepartmental Committees
Description: Information on federal government organizations or interdepartmental committees that deal with international economic questions in which the Bank has some involvement.
Topics: Export Development Corporation (EDC); Canadian International Development Agency (CIDA); interdepartmental meetings; interdepartmental committees on economic relations with developing countries and assistant deputy ministers' sub-committee on economic relations; Department of Finance; Department of External Affairs; information technology sub-committee of the Privy Council Office (PCO).
Access: Files arranged by organization or committee.
Format: Paper and electronic.
Program Record Number: BOC INT 215

Gold, Silver and Other Commodities
Description: Information on gold, silver and commodity market practices -statistics, legislation and official gold transactions.
Topics: Gold legislation; gold operations; gold markets; export-import reports; silver legislation and oil.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC FMD 086

International Developments
Description: Information on developments in international capital markets, in particular international banking, Eurocurrency and bond markets, external debt of overseas countries, deployment of oil exporter's surpluses and recycling and major commodities, including commodity agreements.
Topics: International finance; international capital markets -recent developments and borrowing and recycling; commodities; inter-central bank arrangements.
Access: Files arranged by subject.
Format: Paper and electronic
Program Record Number: BOC INT 210

International Monetary Fund (IMF)
Description: Information on the work and activities of the International Monetary Fund (IMF), issues discussed at IMF Executive Board meetings and at the Interim Committee.
Topics: IMF General Account -drawings and repurchases, special drawing rights, general arrangements to borrow; Canadian consultations; International Monetary System and Reform Exercise; other lending facilities; annual meetings; amendments to articles of agreement.
Access: Files arranged by subject.
Format: Paper and electronic
Program Record Number: BOC INT 230

International Organizations and Institutions
Description: Information on the activities of various international or regional economic organizations, in particular those aspects that relate to world economic or financial issues of interest to the Bank.
Topics: International Bank for Reconstruction and Development (IBRD); European Economic Community (EEC); Commonwealth/Committees Meetings; Technicians of Central Banks of the American Continent (CEMLA); Summit Meetings; Group of Ten; Organization for Economic Co-operation and Development (OECD) International Co-operation and Policy Coordination; European Bank for Reconstruction and Development (EBRD); Asian Development Bank; Group of Twenty-two; Group of Thirty-Three; other international organizations and institutions; structural reform and adjustment in eastern Europe; international assistance in response of gulf crisis.
Access: Files arranged by organization.
Format: Paper and electronic.
Program Record Number: BOC INT 225

Research Department

Current Analysis and Economic Developments
Description: Interpretation of current economic data for Canada and analysis of the economic implications of current economic developments.
Topics: Current analysis; National Accounts; Balance of Payments; economic cycles/indicators; conferences; consumption/saving; housing; investment/inventories/cost of capital; supply and demand for labour; wages; prices (inflation); direct taxes; indirect taxes and subsidies; foreign sector; financial sector; productivity; production functions; capacity utilization; economic potential; income distribution; regions of Canada; industries; rest of the world; Canadian farm sector; world energy markets; resource sector (other than farm and energy); demographics; world commodity markets; Canadian energy sector; exchange rates; interest rates.
Access: Files are arranged by subject.
Format: Paper and electronic
Program Record Number: BOC RES 081

General Economic Analysis – Theory and Models
Description: Information on the structure and use of Bank of Canada econometric models, and other analyses of the structure and behaviour of economies.
Topics: Theory; input/output; economic cycles/ indicators; history; conferences; consumption/ saving; investment/inventories/cost of capital; supply and demand for labour; wages; prices (inflation); direct taxes; indirect taxes and subsidies; foreign sector; financial sector; productivity; production functions; capacity utilization; economic potential; income distribution; regions of Canada; industries; rest of the world; Canadian farm sector; world energy markets; resource sector (other than farm and energy); models in general; RDX2; RDXF; SAM; QPM; demographics; world commodity markets; Canadian energy sector; exchange rates; interest rates.
Access: Files are arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC RES 086

Projections, Policy Simulations and Policy Analysis
Description: Economic projections for the Canadian economy, information on the use of econometric models for analysis of alternative macroeconomic policies, and other policy analyses.
Topics: Staff projections; price and incomes policy; market structure policy; government expenditures and transfers; government finance; monetary policy; fiscal policy; exchange rates; interest rates.
Access: Files are arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC RES 076

Quantitative Methods, Computer and Data (Sources and Methods)
Description: Descriptions of research methods, data construction and computer systems.
Topics: Econometrics; programming and computer systems; time series analysis; input/ output; National Accounts; Balance of Payments; demographics; general methodology.
Access: Files are arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC RES 096

Reviews and Comments on External Documents
Description: Reviews and/or comments on external documents received by the Bank of Canada.
Topics: Documents from Department of Finance, Economic Council of Canada, Statistics Canada, The Conference Board of Canada, various other Canadian government departments, provincial governments, private sector organizations, American organizations (e.g. DRI, Conference Board), international organizations (e.g. IMF, OECD); academic publications or discussion papers.
Access: Files are arranged by subject.
Format: Paper and electronic.
Program Record Number: BOC RES 091

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests
Accounts and Accounting
Acts and Legislation
Administration
Administration and Management Services
Audits
Budgets
Buildings
Buildings and Properties
Business Continuity Plans
Classification of Positions
Co-operation and Liaison
Employment and Staffing
Equipment and Supplies
Finance
Furniture and Furnishings
Human Resources
Information Technology Services
Lands
Occupational Health, Safety and Welfare
Office Appliances
Official Languages
Pensions and Insurance
Personnel
Physical Security
Procurement
Salaries and Wages
Staff Relations

Training and Development

Utilities

Vehicles

Particular Personal Information Banks

Access to Information and Privacy Requests Data Bank
Description: This bank contains the access to information and personal information request forms or letters sent by individuals requesting access to files, the replies to such requests and information related to their processing, including copies of information that may have been disclosed and any record of subsequent complaints.
Class of Individuals: Canadian citizens, permanent residents of Canada, and individuals present in Canada.
Purpose: The information is used for processing requests; to assist in the preparation of annual reports, and to provide a record of all such requests received by the Bank.
Consistent Uses: Non-personal information may be used to provide reports on ATIP activities to management and to the Treasury Board Secretariat and other institutions, i.e. through CAIRS. The information may also be used for research, planning, audit and evaluation purposes.
Retention and Disposal Standards: These files are held for two years after the last administrative use, then destroyed.
RDA Number: 98/001
Related PR#: BOC PRN 930
TBS Registration: 001596
Bank Number: BOC PPU 030

Applications for Employment
Description: This bank contains all applications received from the general public requesting employment with the Bank of Canada. It includes completed application forms and self-identification information on employment equity group status, letters, curriculum vitae, complaints and other personal information. Individuals are identified by name.
Class of Individuals: Individuals seeking employment.
Purpose: To maintain a record of Applications for Employment.
Consistent Uses: The files are used in the selection of staff, and for reporting and statistical purposes.
Retention and Disposal Standards: Solicited and unsolicited applications which have been considered in a staffing process are to be kept for a period of two years after the last administrative use. Complaint files are kept for five years following date of resolution, then destroyed. Unsolicited applications which have not been considered in a staffing process are kept for a period of one year, then destroyed.
RDA Number: 98/005
Related PR#: BOC PRN 920
TBS Registration: 001597
Bank Number: BOC PPU 035

Bank Act Section 427 - Client Records
Description: This bank contains information about individuals' use of the registry services provided under S. 427 of the Bank Act including account information used to establish credit accounts for those individuals. Services include searches of the register and the provision of copies of Notices of Intention and Certificates of Release.
Class of Individuals: Registry services clients including individuals whose intention it is to give security under S. 427 and individuals who seek to access information on the register.
Purpose: The purpose of this bank is to maintain a record of client account information including requests for registry services by individual clients and financial information concerning the clients which will permit them to establish accounts for payment for registry services.
Consistent Uses: The information is used to notify clients of errors made in the register, assess and improve the delivery of registry services and permit clients to pay for registry services by means other than cash on delivery.
Retention and Disposal Standards: Records are held for 7 years after account closes, then destroyed.
RDA Number: to be determined
Related PR#: BOC DBO 270
TBS Registration: 004038
Bank Number: BOC PPU 046

Bank Act Section 427 - Register
Description: The Section 427 Register consists of the Notices of Intention which are registered pursuant to Section 427 of the Bank Act and the Certificates of Release which pertain to those Notices. A Notice of Intention contains the name of a person, firm or company and mailing address whose intention it is to give security under S. 427. It includes the name of the Schedule I or II bank to which the security is intended to be given.
Note: It is not necessary to make a formal request for access to the Bank Act Security register. Information on the register is available under the

Bank Act to anyone on payment of the prescribed fee. Inquiries may be directed to Canadian Securities Registration Systems, Suite 300, 4126 Norland Avenue, Burnaby, B.C., V5G 3S8
Class of Individuals: Persons whose intention it is to give security under S. 427.
Purpose: To maintain a record of Notices of Intention that have been registered and registrations that have been cancelled by a Certificate of Release.
Consistent Uses: The information is used to respond to inquiries form the general public regarding the existence of a Notice of Intention.
Retention and Disposal Standards: Records are held for 7 years from date of cancellation, or expiration then destroyed.
RDA Number: TBD
Related PR#: BOC DBO 270
TBS Registration: 004037
Bank Number: BOC PPU 045

Bondholder Enquiries and Estate Files
Description: This bank contains names, addresses, social insurance numbers, registration or account identifiers and copies of legal documents that support the transfer of ownership of Government of Canada Securities and other correspondence between bondholders, or their authorized representatives, and the Bank of Canada. Included in the correspondence are: requests for information on Government of Canada Securities presently or previously held; communications regarding errors in registration, lost security certificates, coupons and interest cheques. As of June 1995, general inquiries such as requests for information concerning the terms and conditions of specific issues and interpretations of the Domestic Bonds of Canada Regulations are retained only if received in paper form. The medium of retention is electronic.
Note: It is normally not necessary to make a formal request under the Privacy Act for your own personal information appearing in this register. Personal inquiries should be directed to New Canada Savings Bonds by calling 1-800-575-5151; by e-mail at csb@csb.gc.ca; by writing to PO Box/CP 2770, Stn/Succ D, Ottawa, Ontario, K1P 1J7.
Class of Individuals: General public.
Purpose: The purpose of this bank is to store documents that support the transfer of ownership of Government of Canada Securities and other correspondence between bondholders, or their authorized representatives, and the Bank of Canada. The use of the social insurance number is required under the Income Tax Act.
Consistent Uses: The information is used to respond to enquiries from holders of Government of Canada Securities or their authorized representatives.
Retention and Disposal Standards: Retention periods range from two years to indefinite. The records for lost security certificates or coupons are retained indefinitely if the original security certificates or coupons have not been located. However, if the original security certificate or coupon has been located after a replacement has been issued, these records are destroyed two years after reimbursement to the Bank of Canada. However, if the original security certificate or coupon is located prior to replacement, paper and images are destroyed one year after notification of discovery. The records pertaining to estate matters are held for ten years on microfiche, microfilm or electronic media and are then destroyed.
RDA Number: TBD
Related PR#: BOC GSS 335
TBS Registration: 004134
Bank Number: BOC PPU 015

Fellowship Program Nominations
Description: This bank relates to the applications received by the Bank of Canada for the Fellowship Program. Personal information includes name, home and work mailing address, telephone number and e-mail address, name of university and department where employed, work related position/title, educational background (including PhD and year obtained), research and work experience, work-related citations, work related commentaries/critiques, recognition by peers, awards, work related status at Universities, letters of nomination from university officials about the application, curriculum vitae, research papers, research plans, reference lists and also letters of reference.
Class of Individuals: Applicants are required to be Canadian Citizens or individuals eligible to work in Canada.
Purpose: The information is used in the annual selection process for recipients of the Fellowship Program. The Fellowship Program is designed to encourage leading-edge research and to develop expertise within Canada in a number of areas related to the Bank's mandate, i.e. macroeconomics, monetary economics, international finance, etc.
Consistent Uses: Information used for statistical or reporting purposes.
Retention and Disposal Standards: Applications related to individuals granted Fellowships will be

retained for 5 years following the termination of the Fellowship, then destroyed.
RDA Number: TBD
Related PR#: BOC ELS 400
TBS Registration: 006348
Bank Number: BOC PPU 036

Government of Canada Securities Registers
Description: This bank contains names, addresses, social insurance numbers, registration or account identifiers and a record of the securities held and redeemed by persons.
Note: It is normally not necessary to make a formal request under the Privacy Act for your own personal information appearing in this register. Personal inquiries should be directed to New Canada Savings Bonds by calling 1-800-575-5151; by e-mail at csb@csb.gc.ca; by writing to PO Box 2770, Stn D, Ottawa, Ontario, K1P 1J7.
Class of Individuals: Registered owners of Government of Canada Securities.
Purpose: The purpose of this bank is to maintain a record from which the liability of the Government of Canada in the form of direct or guaranteed securities can be administered (the liability is established in the Receiver General's account (authority -Financial Administration Act). Other purposes are to establish the status of individual securities and to respond to enquiries from bondholders or their authorized reprensentatives. The use of the social insurance number is required under the Income Tax Act.
Consistent Uses: The information is used in the general administration of the government's debt and, in particular, to maintain a record of ownership of fully registered securities as required by the Domestic Bonds of Canada Regulations issued under the authority of the Financial Administration Act. The registers of fully registered bonds form the basis on which interest payments are made. The registers are also used to consult with bondholders periodically to determine client needs and the level of satisfaction with services provided, and to advise bondholders of new bond offerings.
Retention and Disposal Standards: Records are maintained indefinitely on microfiche, microfilm or electronic media, including a computer database.
RDA Number: TBD
Related PR#: BOC GSS 315
TBS Registration: 004132
Bank Number: BOC PPU 005

Mailing Lists
Description: This bank describes the components of mailings lists maintained by the Bank of Canada. The personal information collected includes name, mailing and e-mail address, phone or facsimile numbers of private individuals and contacts within private sector, federal, provincial and non-government organizations, photocopies of cheques if required for refunds, cheque number is recorded in database.
Class of Individuals: Members of the general public or individuals representing private sector companies and federal, provincial and non-government organizations that have provided their contact information to obtain copies of relevant documentation.
Purpose: To create and maintain standardized mailing lists for the distribution of communications material, publications, reports and other documentation related to the Bank of Canada programs and activities, etc.
Consistent Uses: The information is used for planning purposes.
Retention and Disposal Standards: Paper records relating to Free and Paid Publications are kept for 3 years and then destroyed. Database records relating to Paid Publications are kept for 3 years after last administrative use, then destroyed.
RDA Number: 98/001
Related PR#: BOC PRN 903
TBS Registration: 006323
Bank Number: BOC PPU 055

Personal Information Disclosed to Federal Investigative Bodies
Description: This bank has been established in accordance with subsection 8(4) of the Privacy Act in order to retain copies of requests received from authorized federal investigative bodies for personal information pursuant to paragraph 8(2)(e) of the Privacy Act, for the purpose of enforcing a law of Canada or a province or carrying out a lawful investigation.
Class of Individuals: Individuals about whom requests for personal information have been received pursuant to paragraph 8(2)(e) of the Privacy Act from federal investigative bodies.
Purpose: The purpose of this bank is to permit the Privacy Commissioner to review disclosures, investigate complaints and report on any abuse of this disclosure provision. The use of the social insurance number is a requirement under the Income Tax Act.
Consistent Uses: This bank is used to service inquiries from federal investigative bodies.
Retention and Disposal Standards: Records are retained for at least two years following the date on which a request is received and are then destroyed.

RDA Number: TBD
Related PR#: BOC GSS 340
TBS Registration: 001595
Bank Number: BOC PPU 025

Public Key Infrastructure Subscriber Information
Description: This bank contains subscribers information collected by the Certification Authority of the Bank of Canada's Public Key Infrastructure. The Certification Authority is an internal entity used to issue, sign, revoke and manage digital certificates. A digital certificate is a secure electronic identity. Certificates typically contain a user's name and public key. Individuals that are subscribers of the Bank's Public Key Infrastructure have provided some identification and authentication information that may consist of their first and last name, photocopies of their passport, birth certificate, driver's license, employee service specific identification card, health card or marriage certificate.
Class of Individuals: Bank of Canada employees, contractors, business partners and the public.
Purpose: to assist the Bank in providing security services for Web based transactions. These services include encryption, authentication and digital signature services.
Consistent Uses: the information collected by the Certification Authority will only be used for the purpose of issuing digital certificates and to enrol and verify a subscriber's identity.
Retention and Disposal Standards: private decryption keys stored by the CA never expire and will be kept indefinitely. Audit information, subscriber agreements and acknowledgements, and any identification and authentication information is retained for a minimum of seven (7) years following the termination of a certificate and then destroyed.
RDA Number: 98/001
Related PR#: BOC CSD 355
TBS Registration: 005156
Bank Number: BOC PPU 050

Registers of Interest Paid and Accrued
Description: This bank contains names, addresses, social insurance numbers and registration or account identifiers of persons to whom interest is paid, together with a record of all Government of Canada Securities held. The marketable debt interest payment data are maintained by interest payment date and series in a computer database. Since 1993, copies of these data have also been maintained on microfiche. The data on retail debt instruments are retained on microfiche, microfilm and electronic media, including a computer database. These data contain details relating to Income Tax Information Slips issued to holders of compound interest retail debt instruments purchased in 1990 and subsequent years. In addition, this bank contains requests to update data in the bank, including instructions for direct deposit of payments through a financial institution and for changes of address for mailing payments and Income Tax Information Slips.
Note: It is normally not necessary to make a formal request under the Privacy Act for your own personal information appearing in this register. Personal inquiries should be directed to New Canada Savings Bonds by calling 1-800-575-5151; by e-mail at csb@csb.gc.ca; by writing to PO Box 2770, Stn D, Ottawa, Ontario, K1P 1J7.
Class of Individuals: Registered owners of Government of Canada Securities.
Purpose: The purpose of this bank is to maintain a record of the interest paid to holders of Government of Canada Securities. The use of the social insurance number is required under the Income Tax Act.
Consistent Uses: The information is used to investigate and respond to enquiries from holders of Government of Canada Securities relating to interest payments.
Retention and Disposal Standards: The marketable debt interest payment data are retained for six years in electronic form for cashed cheques. Records for outstanding cheques are held indefinitely. The interest payment data for retail debt instruments are retained on the computer database for a minimum of one year after issuance of the payment. Copies of these records are also retained on microfiche, microfilm or an electronic medium. Outstanding cheques and held payment data are retained indefinitely. Any direct deposit instructions received in paper form are recorded on microfilm and the paper request is destroyed. The microfilm records are retained for fifteen years and then are destroyed. Change of address notifications received in paper form are retained for six months and then the paper request is destroyed. All address updates, regardless of the medium of the request, are maintained on a computer database for at least one year.
RDA Number: TBD
Related PR#: BOC GSS 320
TBS Registration: 004133
Bank Number: BOC PPU 010

Retail Debt Products Surveys
Description: This bank contains information collected from the general public on their attitudes towards financial product attributes and to different combinations of these attributes. It also contains information on the public's ownership of various financial products (financial assets), the likelihood of purchase of new investment products and the amount of their purchase.
Class of Individuals: General public.
Purpose: The information is used for the purpose of determining the attitudes and reactions of the general public towards holding various investment instruments, including government debt instruments in particular.
Retention and Disposal Standards: Records are kept for a period of two years, then destroyed.
RDA Number: TBD
Related PR#: BOC GSS 340
TBS Registration: 001941
Bank Number: BOC PPU 040

Sale of Photographic Reproductions of Objects in the National Currency Collection to Currency Museum Customers
Description: This bank relates to information used to administer the sale and distribution of photographic reproductions of objects (numismatic) from the National Currency Collection of the Currency Museum. The personal information collected on the order form includes individuals' name, home or work mailing and e-mail addresses, home or work phone numbers, bank account numbers, signatures, order history and opinions expressed in surveys.
Class of Individuals: The Bank of Canada's Currency Museums' national and international customers of numismatic products.
Purpose: The purpose of this information is to support the sale and distribution of Photo Reproductions through the Bank's Currency Museum.
Consistent Uses: The records are used for in-house statistical purposes regarding pieces sold, interest in particular objects, and returning customers to support the sale and distribution of photographic reproductions.
Retention and Disposal Standards: The records are destroyed two years after the file is closed. Files are closed at the end of each fiscal year.
RDA Number: 99/004 and 98/001
Related PR#: BOC DBO 271
TBS Registration: 006457
Bank Number: BOC PPU 055

Unclaimed Bank Balance Inquiries
Description: This bank contains letters requesting verification of ownership of unclaimed bank balances as well as requests to purchase the Unclaimed Bank Balance file. Requests originate with individuals, chartered banks, trust companies, barristers and solicitors and tracing companies acting on behalf of their clients.
Note: Canadian chartered banks are required to transfer all deposit accounts, maintained in Canadian currency, that have been inactive for a period of ten years or more to the Bank of Canada, in accordance with Section 438 of the Bank Act. This also includes all instruments (bank drafts, certified cheques, deposit receipts, money orders and travellers' cheques) that remain on the books of the chartered banks after a period of ten years from the date of issue. The Bank of Canada acts as a custodian for unclaimed bank balances, responds to general inquiries and claims, and makes payments, without fees, to those persons entitled to receive the proceeds. Balances with a value of less than $500.00 that remain unclaimed are kept for a period of twenty years, from the last date of transaction, then are transferred to the Receiver General for Canada. The accounts that represent a balance of $500.00 or more are kept indefinitely, or until claimed. It is not necessary to make a formal Access to Information request for access to the register of dormant accounts; personal inquiries may be directed to Unclaimed Balances Services (telephone: 1-888-891-6398); the register may also be searched via the Web at: ucbswww.bank-banque-canada.ca . As well, these records are available for sale, on a cost recovery basis, on certain magnetic media.
Class of Individuals: General public.
Purpose: The purpose of this bank is to process requests, to compile statistics and to maintain a record of the results of the verification process.
Consistent Uses: The information is used to respond to inquiries from owners of dormant accounts, or their authorized representatives in order to arrange for payments to rightful owners of these accounts.
Retention and Disposal Standards: Positive responses to requests for verification of ownership are kept for seven years, then destroyed. Vouchers and supporting documentation regarding paid accounts under $1000 are kept for 10 years. Negative responses to requests for verification of ownership are kept for two years, then destroyed. Records relating to the purchase of the unclaimed

bank balance file are kept for a period of seven years, then destroyed.
RDA Number: TBD
Related PR#: BOC CSD 340
TBS Registration: 000073
Bank Number: BOC PPU 020

Classes of Personal Information

General Correspondence and Enquiries

Correspondence received from external organizations and individuals including requests for information, complaints, comments and suggestions related to a broad range of policy issues pertaining to the Bank's activities.

The personal information contained in this class normally includes the name and address of the enquirer, however, this form of personal information exists in a fragmented form throughout the subject files and is normally retrievable only if specifics of name, subject and the date of communication are provided.

The retention periods of these classes of personal information are controlled by the record schedules of the general subject files in which they are stored.

Manuals

- Agency Procedures Manual
- Control of Data and Valuables Manuals
- Data Examination and Preparation Manuals
- Data Processing Clerical Manuals
- External Procedures Manuals
- Interim Procedures Circulars
- Records Retrieval Manual
- Sample Letter Catalogue
- Statistics Canada -Bank of Canada Commodity Trade Concordance
- Statistics Manuals

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please Note: Requests made to the Bank of Canada under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Bank of Canada.

It is normally not necessary to make a formal request under the Privacy Act for information relating to an individual's own bond holdings or unclaimed bank balances. Individuals who wish to inquire about their status with respect to Canada Savings Bonds or other Government of Canada securities, may do so informally by writing to or contacting New Canada Savings Bonds:

Telephone: 1-800-575-5151
TTY: (Hearing Impaired): 1-800-354-2222
Facsimile: 613-782-8096
E-mail: csb@csb.gc.ca

Mailing address:

New Canada Savings Bonds
P.O. Box 2770, Station D
Ottawa, Ontario K1P 1J7

For Unclaimed Bank Balances, personal inquiries may be directed to:

Tel.: 1-888-891-6398
E-mail: ucbalances@bank-banque-canada.ca

Requests for further information about the Bank and its programs and functions may be directed to:

Bank of Canada
234 Wellington Street
Ottawa, Ontario K1A 0G9

Public Information Office:
Telephone: 1-800-303-1282
Facsimile: 613-782-7713

For information about or copies of Bank of Canada publications:

Publications Distribution:
Telephone: 613-782-8248
E-mail: publications@bank-banque-canada.ca

For access to press releases, many of our major publications, and current financial data:

Internet: www.bank-banque-canada.ca

Reading Room

In accordance with the Access to Information Act, an area on the premises of this institution has been designated as a reading room. The address is:

Bank of Canada
234 Wellington Street
Ottawa, Ontario

Hours of operation are from 09:00 to 17:00, Monday through Friday.

For those individuals who wish to access files at the Bank's regional offices, special arrangements will be made upon request.

British Columbia and Yukon

900 West Hastings Street
Vancouver, British Columbia V6C 1E6

Telephone: 604-643-6227

Prairie Provinces and Northwest Territories

404 6th Avenue S. W., Suite 200
Calgary, Alberta T2P 0R9

Telephone: 403-215-6700

Ontario

150 King Street West, 20th Floor
Toronto, Ontario M5H 1J9

Telephone: 416-542-1251

Quebec

1501 McGill College Avenue, Suite 2030
Montreal, Québec H3A 3M8

Telephone: 514-496-4800

Atlantic Provinces

1583 Hollis Street
Halifax, Nova Scotia B3J 1V4

Telephone: 902-420-4600

Belledune Port Authority

Chapter 6

The annual update for this institution was not received for inclusion in the 2006-2007 version of this Info Source publication. The following is from the 2005-2006 version of Info Source.

General Information

Background

The Belledune Port Authority was established pursuant to the Canada Marine Act which received Royal Assent on the 11th day of June 1998 and came into force with respect to Belledune on March 29th, 2000. As a consequential amendment, the port authority was added to Schedule I of the Access to Information Act and the Schedule of the Privacy Act.

The port of Belledune is located at the mouth of the St. Lawrence River on the south shore of the Bay of Chaleur. The Westerly limit shall be a line drawn parallel to and approximately 8,500 feet West of a line drawn through the most Northerly tip of Chapel Point in a direction North 20°38' East, which Westerly limit runs in a Northerly direction from ordinary High Water Mark on Chaleur Bay a distance of approximately 6,081 feet into such Bay; the Easterly limit shall be a line parallel to and approximately 18,329 feet East of the Westerly limit above described, which Easterly limit runs in a Northerly direction from ordinary High Water Mark on Chaleur Bay a distance of approximately 8,017 feet into such Bay; the Northerly limit shall be a line drawn between the Northward extremities of the Westerly and Easterly limits as above described, the direction of which line is South 69°22' East and the length whereof is approximately 18,829 feet; the Southerly limit shall be the line of ordinary High Water Mark from time to time as extending between the Southward extremities of the Westerly and Easterly limits as above described.

Responsibilities

The mission of the Belledune Port Authority is to develop to the fullest, the services and facilities of the port, to enable it to become the anchor of economy in northern New Brunswick.

Legislation

- Canada Marine Act, C.A. 1998, Chapter C-10
- Port Authorities Management Regulations
- Port Authorities Operations Regulations

Organization

Board of Directors

The Belledune Port Authority is managed by a seven-member board of directors. The federal, provincial and municipal government each appoint one member. The other four members are named by the Belledune Port Authority Nominating Committee and are appointed by the Minister. The board then elects a chairman and a vice-chairman from among its members.

Chief Executive Officer

As the administrative head of the Authority, the President and Chief Executive Officer shall discharge the duties conferred on him by the Act, the Regulations, the Letters Patent and the by-laws. He leads a team of managers consisting of the Director of Operations and the Director, Finance and Administration.

Operations

The Operations Department is responsible for technical and environmental services, maintenance, harbour master's office and security services.

Finance

The Finance Department looks after general accounting, finance and cash flow, computer service, human resources and purchasing and supplies.

Information Holdings

Program Records

Board of Directors
Description: Information on the members of the board of directors.
Topics: Resumé; appointment and data.
Access: Files are arranged by year.
Format: Paper.
Program Record Number: BEL CCP 024

Cargo Flex News
Description: Information on the Belledune Port Authority.
Topics: Quarterly Newsletter to community.
Access: Files are arranged by year.
Format: Paper.
Program Record Number: BEL CCP 021

Corporate Plans
Description: Information on the corporate plan.
Topics: Guidelines, assessment; research; forecasts, data and cost analysis.
Access: Files are arranged by year.
Format: Paper.
Program Record Number: BEL CCP 010

Engineering Services
Description: Information on the planning, design, construction and maintenance of Belledune Port Authority.
Topics: Construction supervision; consultant management; research; drafting; tenders; inspections; progress reports and payments.
Access: Files are arranged by project.
Format: Paper.
Program Record Number: BEL ENG 005

Freight Services
Description: Information on the freight services to Newfoundland.
Topics: Assessment; research; forecasts, data.
Access: Files are arranged by year.
Format: Paper.
Program Record Number: BEL CCP 023

Health and Safety
Description: Information relating to accidents and investigations.
Topics: Incident summaries; assessments; research.
Access: Files are arranged by topics.
Format: Paper.
Program Record Number: BEL SSC 015

Information Technology
Description: Information on the computer structure.
Topics: Training; guidelines and data.
Access: Files are arranged by year.
Format: Paper.
Program Record Number: BEL CCP 030

Services
Description: Information on the different services offered by third parties.
Topics: Pilotage services; rail services and air services.
Access: Files are arranged by year.
Format: Paper.
Program Record Number: BEL CCP 026

Shipping Agencies
Description: Information on the shipping agencies.
Topics: Data.
Access: Files are arranged by year.
Format: Paper.
Program Record Number: BEL CCP 025

Ship's Schedules
Description: Information on the shipping schedule.
Topics: Schedule and data.
Access: Files are arranged by year.
Format: Paper.
Program Record Number: BEL CCP 028

Special Examination
Description: Information on the Special Examination as per the Canada Marine Act.
Topics: Assessment; reports; audit; research and data.
Access: Files are arranged by year.
Format: Paper.
Program Record Number: BEL CCP 029

Tariffs
Description: Information on the establishment of, and revisions to, tariffs.
Topics: Harbour dues; berthage charges; wharfage rate; passenger charges; water services charges; railway shipping charges; notices.
Program Record Number: BEL TAR 020

Tenant
Description: Information on principal tenant, leaseholders.
Topics: Data.
Access: Files are arranged by year.
Format: Paper.
Program Record Number: BEL CCP 022

Testimonials
Description: Testimonials by stakeholders.
Topics: Data.

Access: Files are arranged by year.
Format: Paper.
Program Record Number: BEL CCP 027

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Audits

Budgets

Finance

Human Resources

Information Technology

Pensions and Insurance

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Classes of Personal Information

In the course of conducting the programs and activities of the Authority, categories of personal information may be accumulated which are not contained in the specific personal information banks described above. Such personal information includes: requests for information, expressions of public support, offers of services, and complaints. This information is stored as part of the general subject files, where records are not normally retrieved by name of individual or other identifier.

This form of personal information is normally retrievable only if specifics are provided concerning the subject matter, related program activity, as well as the date on which the information was received by the Authority and the name of the person to who it was addressed. The retention periods for these classes of personal information are controlled by the records disposal schedules of the general subject files in which they are stored.

Manuals

- Environmental Management System
- Financial Management Policies and Guidelines
- Port Information and Advice to Masters

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Belledune Port Authority may be directed to:

Belledune Port Authority
112 Shannon Drive
Belledune, New Brunswick E8G 2W2

Telephone: 506-522-1200
Facsimile: 506-522-0803
E-Mail: info@portofbelledune.ca
Internet: www.portofbelledune.ca

Reading Room

Belledune Port Authority's small conference room has been designated under the Access Information Act as a public reading room. The address is:

112 Shannon Drive
Belledune, New Brunswick

Blue Water Bridge Authority

Chapter 7

General Information

Background

The Blue Water Bridge Authority (BWBA) was formed in 1964 by an Act of Parliament.

Responsibilities

The Blue Water Bridge Authority is responsible for the operation and maintenance of the Canadian half of the highway toll bridge over the St. Clair River between Point Edward, Ontario and Port Huron, Michigan, pursuant to the Blue Water Bridge Authority Act.

Legislation

- Blue Water Bridge Authority Act

Organization

The authority and the accountability for executing the requirements of the Blue Water Bridge Authority Act rests with the four member Board of Directors who report to Transport Canada. The Chair is appointed by the Governor in Council and the three other Directors are appointed by the Minister of Transport, to hold office during pleasure pursuant to the BWBA Act and the Financial Administration Act. The President/CEO is responsible for the day to day operation of the BWBA and is also appointed by the Governor in Council.

Currency Exchange Services

This program is responsible for complying to all federal legislation relating to Currency Exchanges which includes the Proceeds of Crime and Terrorist Financing Act (FINTRAC). It also provides services such as the exchange of currencies; purchase of money orders and travellers cheques.

Finance and Accounting Services

This section oversees the integrity of the Authority's financial statements and reports to the Board of Directors on the financial performance of the organization. It administers the daily cash flow and project funding requirements; initiates investments for short and long term needs; plans and co-ordinates the Authority's budget process and provides input into the Corporate Plan.

First Nations Issues

This section is primarily a development of an on-going relationship with the Aamjiwnaang First Nation to share the stewardship of the rich archaeological and First Nation heritage of the Bridge site. A Memorandum of Understanding between the parties has been entered into to cover a range of important issues including protocols for archaeological activities; the discovery of human remains and the repatriation of artifacts, as well as initiatives for public education programs, First Nation retail opportunities and a public commemorative sculpture.

Human Resources

The Human Resources section encompasses the organizational and management of the Department's human resources. It maintains an internal administrative policy function and service in relation to learning, staffing and personnel, health, training, salaries and wages, pay and benefits, material, language and organizational issues. These issues pertain to members of the BWBA as well as the BWBA Employees Association employed by the organization.

Maintenance & Facilities Management

This section is responsible for ensuring annual bridge inspections, including fall arrest systems to meet safety regulations; routine maintenance of bridge structures; plaza; buildings and property and also provides janitorial, landscaping and snow removal. Annual inspections are also provided on BWBA equipment such as the automatic coin machines; gate arms and computer systems in the Toll area.

Occupational Health & Safety

This program is responsible for ensuring the implementation of the minimum occupational health and safety requirements in all BWBA workplaces as stated in Part II of the Canada Labour Code. The Occupational Health and Safety Program assists managers and employees with occupational health and safety risk management, i.e. recognizing, assessing and eliminating or reducing work-related hazards. The expected end-result is overall improvement of work conditions, a reduction of work-related injuries and illnesses and related costs.

Operations Activity

This Operations Activity manages the collection of tolls, traffic control and security patrols. It also ensures that vehicles comply with policies with respect to dangerous goods, oversized loads and Government Agency programs such as Free and Secure Trade (FAST) and NEXUS. It also maintains emergency procedure measures in the event of disasters, accidents or spills.

Project Management

This program is responsible for the review of land development opportunities and maintaining awareness on the subject; administration of capital projects and the review and direction of property issues including development and implementation of master plan.

Security

This program is responsible for developing, monitoring and co-ordinating the implementation of policies and procedures and infrastructure improvements to protect against criminal activity. It also maintains security of the structure, employees and plaza users; monitors and addresses issues relating to terrorism, local criminal activity and disaster planning and recovery on an on-going basis; liaisons with law enforcement and intelligence services in Canada and the United States.

Strategic Planning

This section assists the Board of Directors and staff in determining strategic directions for the Corporation. Provides input and leadership in the determination of strategic objectives and helps develop action plans and tactical strategies to meet objectives. Monitors and responds to external legislation and regulations affecting the Corporation.

Traffic Statistics & Toll Rates

This section develops traffic statistics to assist the BWBA in the projection of future growth to help assess the impact on infrastructure and product development as set out in the master plan. It also assists the BWBA local business and global industry in the monitoring of tourism levels; trade and the economy. Toll rates are set by the BWBA with the approval of the Minister of Transport.

Information Holdings

Program Records

Accidents

Description: Information relating to passenger vehicle and commercial vehicle accidents on the BWBA plaza.
Topics: BWBA collision and dangerous goods accident reports; police reports and employee statements.
Program Record Number: BWBA ACC 170

Board of Directors

Description: Information relating to the appointment of the BWBA Board of Directors.
Topics: Commission appointments and related correspondence.
Access: Files are arranged by name and subject.
Program Record Number: BWBA BOA 160

Commercial Accounts

Description: Information relating to the management of the Blue Water Bridge Authority's Prepaid Truck Toll Accounts established by commercial transport companies.
Topics: Policies; general information and individual account information.
Access: Files are arranged by name and account number.
Program Record Number: BWBA COM 110

Currency Exchange

Description: Information relating to currency exchange transactions.
Topics: Copies of cheques cashed; records of large transactions; money orders and travellers cheques.
Access: Files are arranged by name and subject.
Program Record Number: BWBA CUR 150

Media/Public Relations

Description: Information on Blue Water Bridge Authority's media relations and events.
Topics: Includes information on ceremonies and events, charitable campaigns, advertising, news clippings and photographs, news releases and promotional material and speeches and presentations.
Access: Files are arranged by subject.
Program Record Number: BWBA MED 100

Pensions

Description: Information relating to defined contribution pension plan.
Topics: Pension information general; pension applications and change forms.

Access: Files are arranged by subject.
Program Record Number: BWBA PEN 140

Staffing Positions
Description: Information relating to inquiries about job positions; curriculum vitae
Topics: Curriculum vitae; letters of inquiry and cover letters.
Access: Files are arranged by month.
Program Record Number: BWBA STA 130

Tenant Leases
Description: Information relating to the leasing of BWBA commercial offices and residential properties.
Topics: Leases; credit applications and correspondence.
Access: Files are arranged by property.
Program Record Number: BWBA TEN 180

Traffic
Description: Information on toll rates and traffic figures.
Topics: Includes westbound and eastbound traffic figures; current toll rates and proposed toll rate increases.
Access: Files are arranged by subject.
Program Record Number: BWBA TRA 120

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Buildings

Buildings and Properties

Equipment and Supplies

Finance

Human Resources

Lands

Occupational Health, Safety & Welfare

Pensions & Insurance

Personnel

Physical Security

Salaries & Wages

Staff Relations

Training & Development

Vehicles

Particular Personal Information Banks

Accidents
Description: This bank contains records on all accidents that occur on the Blue Water Bridge and plaza involving vehicles, damage to buildings and chemical spills. Records include reports, drawings, photographs, calculations, copies of vouchers for repairs and invoices to drivers, copies of cheques and correspondence and copies of drivers' licenses and addresses for insurance purposes. This bank also includes information on suicides and attempted suicides.
Class of Individuals: Individuals involved in accidents that occur on the Blue Water Bridge and plaza and individuals who attempted or committed suicide.
Purpose: This file is used to conserve data on requests for compensation by or from the Blue Water Bridge Authority. The information is used to authorize or determine amounts owing to or claimed by the Blue Water Bridge Authority in the event of loss or damage.
Consistent Uses: This bank is used to determine any safety related issues concerning the plaza and to make recommendations and modifications based on the outcomes of those issues.
Retention and Disposal Standards: The records are kept for ten years after the last administrative action. Once the Record Disposition Authority (RDA) has been approved, records will be destroyed after the retention period has expired.
RDA Number: TBD
Related PR#: BWBA ACC 170
TBS Registration: 005467
Bank Number: BWBA PPU 015

Board of Directors
Description: This bank contains information on appointments to the Board of Directors and conflicts of interest. Personal information includes the name, address, biography, qualifications, date of birth and social insurance number (SIN). The SIN is collected for the issuance of the appropriate taxation forms, as authorized by The Income Tax Act.
Class of Individuals: Members of the Board of Directors and potential candidates for appointment.
Purpose: The information is compiled to provide

advice to the Minister on existing and forthcoming vacancies, to assist in the appointment process, and to record potential conflicts of interest and any compliance action required.
Consistent Uses: This information is used to provide Transport Canada with the personal and professional history of members of the Board of Directors for the Annual Report.
Retention and Disposal Standards: Files are retained for two years after the last administrative action. Once the Record Disposition Authority (RDA) has been approved, records will be destroyed at the end of the retention period.
RDA Number: TBD
Related PR#: BWBA BOA 160
TBS Registration: 005468
Bank Number: BWBA PPU 015

Financial Services
Description: This bank includes records regarding financial services offered by the BWBA, including currency exchange transactions. Types of personal information contained in customer information files includes a photocopy of driver's license, passport, birth certificate or government issued identification, addresses and telephone numbers, copies of cheques cashed and records of financial transactions.
Class of Individuals: Individuals who use financial services offered by the Blue Water Bridge Authority.
Purpose: The purpose of this bank is to maintain record keeping and client identification requirements.
Consistent Uses: It is used to report suspicious financial transactions and cross-border movements of currency and monetary instruments, as required by the Proceeds of Crime (Money Laundering) and Terrorist Financing Act.
Retention and Disposal Standards: Records are kept for seven years after the transaction was completed or the account was terminated. Once the Record Disposition Authority (RDA) has been approved, records will be destroyed after the retention period has expired.
RDA Number: TBD
Related PR#: BWBA CUR 150
TBS Registration: 005470
Bank Number: BWBA PPU 025

Employment Applications
Description: This bank contains application for employment and related correspondence. Personal information includes the names of applicants, addresses, telephone and fax numbers, education, employment history, resumes, letters of recommendation, test results and staffing interviews.
Class of Individuals: Individuals seeking employment with the Blue Water Bridge Authority.
Purpose: The bank is used to support decisions regarding the referral of candidates for staffing purposes.
Consistent Uses: Information may be transferred to an employee bank if the individual is offered and accepts employment. The candidates's skills may be assessed and, if deemed suitable, the candidate may be invited to serve in a capacity other than the position or level of initial interest. The information may also be used for planning and evaluation purposes.
Retention and Disposal Standards: Solicited and unsolicited applications that have been considered in a staffing process are kept for a period of two years after the last administrative use. Unsolicited applications that have not been considered in a staffing process are kept for six months. Once the Record Disposition Authority (RDA) has been approved, records will be destroyed after the retention period has expired.
RDA Number: TBD
Related PR#: BWBA STA 130
TBS Registration: 005469
Bank Number: BWBA PPU 020

Prepaid Toll Accounts
Description: This bank describes records and prepaid toll acounts established by private trucking companies that have an account with the Blue Water Bridge Authority. The records consist of signed contracts which include the name of the company, contact person, mailing address, telephone & fax numbers and email addresses. Also included are copies of cheques, copies of direct banking transfers and listing of Blue Water Bridge Authorities' toll account numbers registered to the trucking company.
Note: Access to account information is strictly controlled by the Administration and Accounting Departments of the Blue Water Bridge Authority.
Class of Individuals: Employees of private companies who represent their company as contact persons.
Purpose: This information is used to allow the Administration & Accounting Departments of the Blue Water Bridge Authority to monitor available funds or prepaid toll account balances; transactions; the production and dissemination of monthly statements and to contact the individual companies as necessary to discuss their account information.

Consistent Uses: Non-personal information may be used to provide reports on these accounts to management. The information may also be used for research, planning, audit and evaluation purposes.
Retention and Disposal Standards: Records are kept for 6 fiscal years after account is closed and destroyed.
RDA Number: TBD
Related PR#: BWBA COM 110
TBS Registration: 005679
Bank Number: BWBA PPU 040

Tenant Leases
Description: This bank contains records relating to the leasing of houses, offices and buildings to customs brokers, speciality vendors, duty free managers, customs and immigration staff and private residents. The records include leases, credit applications, copies of drivers' licenses, background notes and correspondence.
Class of Individuals: Individuals who lease land or property from the Blue Water Bridge Authority.
Purpose: The purpose of this bank is to maintain information on the leasing of land, houses, buildings and office accommodation from the Blue Water Bridge Authority.
Consistent Uses: It is used to document the decision-making process in property matters including tenant approval and the development of legal contracts and leases.
Retention and Disposal Standards: Records are kept for twenty years after the expiration of the lease. Once the Record Disposition Authority (RDA) has been approved, records will be destroyed after the retention period has expired.
RDA Number: TBD
Related PR#: BWBA TEN 180
TBS Registration: 005471
Bank Number: BWBA PPU 030

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information & Privacy Requests

Security Video Surveillance & Temporary Visitor Access Control Logs & Building Passes

Classes of Personal Information

Correspondence and Enquiries

This class of information contains correspondence received by the Blue Water Bridge Authority from the general public in the form of requests for information, complaints and commendations. This information is contained in subject files and is retrievable only when specific details are provided including the date; topic and name of individual corresponding. The retention period for this class of personal information is controlled by the retention period of the files in which they are stored.

Manuals

- Blue Water Bridge Emergency Standard Operational Procedures Manual
- Blue Water Bridge Standard Operational Procedures Manual
- Contractor Regulations & Safety Booklet
- Environmental Health & Safety Policies & Procedures Manual
- Human Resources Policies and Procedures Manual
- Records Management Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please note: Requests made to the Blue Water Bridge Authority under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Blue Water Bridge Authority.

Requests for further information about the Blue Water Bridge Authority and its various activities, programs and publications may be directed to:

President/CEO
Blue Water Bridge Authority
1 Bridge Street
Point Edward, Ontario N7V 4J5

Telephone: 519-336-2720
Facsimile: 519-336-7622
Email: delash@bwba.org
Internet: www.bwba.org

Reading Room

The Blue Water Bridge Authority has designated its Board Room as a reading room for the purposes of the Access to Information Act and the Privacy Act. The address is:

Blue Water Bridge Authority
Administration Offices
Bridge Plaza
Point Edward, Ontario

British Columbia Treaty Commission

Chapter 8

The annual update for this institution was not received for inclusion in the 2006-2007 version of this Info Source publication. The following is from the 2005-2006 version of Info Source.

General Information

Background

The BC Treaty Commission ("BCTC") was created in September 1992 through an agreement between the Government of Canada, the Government of British Columbia and the First Nations Summit ("the Principals"), whose members represent the majority of First Nations in British Columbia.

The BCTC received statutory recognition through the Treaty Commission Act passed by the Legislature of British Columbia in April 1993 and through the BC Treaty Commission Act passed by the federal government in December 1995, both of which were proclaimed in force in March 1996. The First Nations Summit also passed a resolution in April 1993 to establish the BCTC.

Responsibilities

The role of the BCTC is to facilitate the negotiation of treaties and, where the Parties agree, other related agreements in British Columbia.

Legislation

- British Columbia Treaty Commission Act, S.C. 1995, c. 45
- Treaty Commission Act, R.S.B.C. 1996 c. 461.

Organization

Administration

Responsible for finance, contracts and administration, human resources, and information management.

Table Negotiations

Responsible for monitoring and facilitating negotiations and providing advice and assistance in dispute resolution as agreed by the parties; monitoring compliance with the Commission's Policies & Procedures for negotiations.

Negotiation Support Funding

Responsible for administering negotiation support funding which is provided by Canada and British Columbia to First Nations in the process.

Communications

Responsible for reporting annually on the Treaty Commission, the treaty process, treaty negotiations and the status of each negotiation, and under a Public Information and Education Agreement with the Government of Canada and the Government of British Columbia begun in 1997, responsible for province-wide information on the treaty process and treaty negotiations.

Information Holdings

Program Records

Table Negotiations

Description: Records relating to progress of negotiations at all treaty negotiation tables.
Topics: Information relating to Statements of Intent, Readiness Submissions, Framework Agreements, and Agreement in Principle negotiations.
Access: By negotiation table.
Format: Hard copies, and electronic (PDF) copies for some records; information also available on website www.bctreaty.net
Program Record Number: BCTC NEG 005

Negotiation Support Funding

Description: Records relating to the allocation of negotiation support funding.
Topics: Funding agreements, budgets, workplans, audits.
Access: By negotiation table.
Format: Hard copies, and electronic (PDF) copies for some records; information also available on website: www.bctreaty.net.
Program Record Number: BCTC NSF 010

Communications

Description: Records relating to communication programs.
Topics: Plans, Annual reports, newsletters, news releases, projects.
Access: By communications project or topic.
Format: Hard copies, and electronic (PDF) copies

for some records; information also available on website www.bctreaty.net
Program Record Number: BCTC COM 015

BCTC Process
Description: Records relating to the treaty process generally.
Topics: Treaty process generally; BCTC Policies and Procedures; aboriginal policy issues; legal issues; land and resource issues; meetings and communications with Principals; Treaty Commission meetings.
Access: By classification (issue; Commission meetings; Policies and Procedures; Principals communications; projects; general).
Format: Hard copies, and electronic (PDF) copies for some records; information also available on website: www.bctreaty.net .
Program Record Number: BCTC PRO 010

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Audits

Automated Document, Records, Information Management Systems

Budgets

Equipment and Supplies

Employment and Staffing

Finance

Hospitality

Human Resources

Information Technology Services

Pensions and Insurance

Physical Security

Salaries and Wages

Training and Development

Travel

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records, Information Management Systems

Electronic Network Monitoring Logs

Hospitality

Internal Disclosure of Wrong Doing in the Work-Place

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Classes of Personal Information

Table Negotiations

The files kept for monitoring progress in negotiations contain some limited information on individuals within organizations participating in negotiations. This information is neither arranged nor retreivable by personal identifiers, except through a phone list.

Negotiation Support Funding

In the course of managing negotiation support funding, some limited information is acquired on individuals within organizations dealing with funding. This information is neither arranged nor retreivable by personal identifiers, except through a phone list.

Manuals

- BCTC Policies & Procedures Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

For general public information enquiries, please contact:

Brian Mitchell, Communications Manager
British Columbia Treaty Commission
1155 West Pender Street, Suite 203
Vancouver, British Columbia V6E 2P4

Telephone: 604-482-9215

Reading Room

In accordance with the Access to Information Act, an area on the premises of the Commission has been designated as a reading room. This reading room is located at:

1155 West Pender Street, Suite 203
Vancouver, British Columbia V6E 2P4

Business Development Bank of Canada

Chapter 9

General Information

Background

The Business Development Bank of Canada (BDC) is a Crown corporation which was established by an Act of Parliament effective October 2, 1975 as the Federal Business Development Bank (FBDB), and continued under its new name by an Act of Parliament on July 13, 1995. FBDB, in turn, had succeeded the Industrial Development Bank which was formed in 1944.

BDC's mandate is to support Canadian entrepreneurship by providing financial and management services, giving particular attention to the needs of small and medium-sized enterprises. A network of branches across Canada provide the full range of BDC's services to small and medium-sized businesses located in each branch territory.

Responsibilities

BDC is responsible for acting as a complementary lender, providing funds by means of loans and equity financing to small and medium-sized businesses to fill out or complete services available from commercial financial institutions. Through its Investment Group, BDC is also responsible for providing venture capital and subordinate financing in addition to, or in place of, loans and guarantees.

Legislation

- Business Development Bank of Canada Act

Organization

BDC has a network of approximately eighty branches across Canada organized into areas reporting to a Head Office located in Montreal.

Corporate resources located in regional Service Centres and Head Office provide guidance to branches with respect to the application of established BDC policy and procedures. They also process financing applications for amounts exceeding branch limits.

The branches provide financing and management services to small and medium businesses located within their particular territory. Enquiries and applications for financing and managerial support are received by branch personnel and processed in accordance with established policy and procedure.

Furthermore, enquiries and applications may be received through the Business Service Centre located in Head Office.

The various services and departments of BDC include the following.

Consulting Group (formerly Management Services Division)

The Consulting Group offers BDC's management services by providing consulting services to help Canadian entrepreneurs strengthen their management capabilities.

BDC's consulting services provide entrepreneurs with the specialized support they need to enhance their business performance. Consulting in a variety of areas including finance and accounting, human resources, marketing, planning and general management is provided through a network of experienced business professionals and specialists.

Financial Services

Investment Group

Responsible for all equity, venture capital and subordinate financing. Its role is to act as a catalyst in stimulating the formation of risk capital for companies with high growth potential. It ensures that all proposals satisfy BDC policy and are financially viable. This Division assesses, on a continuing basis, the adequacy and suitability of investment policy and procedures and, when necessary, recommends changes. The services of this Division include direct purchase of a minority ownership interest as well as syndication of proposals to other venture capitalists and financial institutions.

Loans Division

Establishes and oversees policies and procedures with respect to the provision of financial assistance to small and medium-sized businesses. In addition, the Division oversees the management of BDC's loan portfolio for the entire life of all accounts. Most financing is provided in the form of loans for such purposes as purchasing fixed assets, replenishing working capital, refinancing, and financing a

change of ownership. Guarantees may be provided to other financial institutions to enable a business to obtain an adequate line of credit. Through the operations of BDC Connex - BDC's "virtual bank" - BDC offers on-line access to its financial services.

Head Office Departments

Audit and Inspection Department

Conducts reviews of BDC's systems of internal control.

Controller's

Responsible for all financial planning, accounting and control in BDC.

Corporate Planning

Responsible for formulating BDC's strategic, corporate and operating plans, analysis of existing activities and corporate development. It also provides information on economic conditions and the impact of the BDC's activities upon the economy.

Corporate Office

Provides BDC with the strategic direction required to manage its activities and achieve its mandate and objectives.

Government Relations

Responsible for the coordination of communications between BDC and the Minister, the government and members of Parliament, and has responsibility for international relations.

Human Resources

Provides BDC with corporate-wide human resources management. It is also responsible for official languages, employment equity and payroll services

Insurance

Responsible for insurance related to loan security and corporate insurance.

Legal Services and Corporate Secretariat

Provides legal advice to BDC in connection with its specific program activities and support departments. This department is also responsible for the Board of Directors, its Committees, and responses to Parliament.

Marketing & E-business

Develops all financial products, and ensure that BDC's products evolve with the needs of its customers.

Ombudsman's Office

Resolves all customer complaints not solved at other levels.Portfolio Risk Management.

Develops, improves and produces risk information required for strategic decision-making, regular reports oriented to driving action on risks such as concentration, repayment quality, risk mix and pricing and maintains and improves risk-oriented tools such as the pricing and risk rating systems.

Public Affairs

This department is responsible for advertising and public relations to promote the role and activities of BDC.

Real Estate & Facilities Management

Provides overall administration support services including lease administration of BDC's premises.

Special Initiatives

BDC may also deliver programs from time to time on behalf of other government departments to meet the needs of specific entrepreneurial groups.

Systems and Technology

Develops and maintains business systems (manual and computerized) to support the operational functions and management information needs of BDC.

Training

Responsible for establishing and executing competency standards and accreditation methods to develop a balanced and skilled work force.

Treasury

Responsible for funding of corporate cash requirements, monitoring of cash flow, deposit and investment of corporate funds and interest rate forecasts.

Information Holdings

Program Records

Accounts History File
Description: Statistical information on all (past and present, dormant and active) loans, guarantees, investments and customer accounts since 1944.
Topics: Account number; date authorized; geographical code; industrial code; original maturity date; actual maturity date.
Access: Files are arranged by customer number.
Format: Computer tape.
Program Record Number: BDBC FLS 030

Advanced Commercial Banking System (ACBS) (formerly Loan Accounting and Processing System (LAPS))
Description: Database containing accounting and statistical information on BDC customer loans. The initial data, Loan Authorization, is bridged from "The Manager" software and is continually updated throughout the administration of a customer account.
Topics: Customer identification – loan number, name, address, branch, industry code and banking information; loan information - type of loan, risk rating code, security, interest rate/repayment terms; disbursement, payment and write-off information.
Access: Files arranged by customer number.
Format: Computer disk or tape.
Program Record Number: BDBC FLS 025

Consulting Group
Description: Basic administrative records of the Consulting Group's management services, including publicity for the various services, budgets, costs, and financial statements; reports and operating statistics for each activity, as well as miscellaneous information, copyright data, and correspondence with other organizations.
Topics: Complimentary letters; CASE and management training; budgets; operational plans; strategic overviews; accounting; auditors; sales tax; systems development; activity reports - head office, regional and branch statistical reports, evaluations and related correspondence; Small Business Week; Business Management Awards.
Access: Files arranged by subject.
Format: Hard copy and electronic files.
Program Record Number: BDBC MTS 050

Corporate Secretariat
Description: Information relating to the administration of BDC's Board of Directors and its Committees.
Topics: Minutes of meetings and lists of topics examined; Members of the Board and Committee Members; logistics of meetings.
Access: By subject.
Format: Paper files and electronic records.
Program Record Number: BDBC FLS 050

Dead Loan File
Description: Statistical information on all loans.
Topics: Account number; name; type of financing; zone codes; modifier; interest rate; statistical codes; authorization date; maturity date; gross authorized; net authorized and write-offs.
Access: Files arranged by customer number.
Format: Computer tape.
Program Record Number: BDBC FLS 035

Investments and Venture Capital
Description: Correspondence, policy, procedures, and records related to the disbursement and monitoring of funds where there is an investment or venture capital factor.
Topics: Enquiries; submission and authorization procedures; policy and procedures on superseding and supplementary proposals; disbursements; monitoring of investments; underwriting; mergers; acquisitions and divestitures; arrears; category classification; write-offs.
Access: Files arranged by customer name and number.
Format: Hard copy files.
Program Record Number: BDBC FLS 045

Loans, Guarantees and Other Types of Financing
Description: Information on submission and authorization procedures, disbursements and category classification, as well as policy, procedures and correspondence related to other forms of financing.
Topics: Superseding and supplementary credits; closely related accounts; leasing; interim bridge financing; conditional sales contracts; joint loans; disbursements; category classification and write-offs.
Access: Files arranged by customer number and/or subject.
Format: Hard copy and electronic files.
Program Record Number: BDBC FLS 020

Management Counselling and Consulting
Description: Information on policy matters governing the administration of the Bank's counselling and consulting services, accounting procedures and related correspondence. For many years, FBDB and BDC carried on their counselling services under the acronym "CASE" (Counselling Assistance to Small Enterprises). Information

on policy matters and activities of financial and strategic planning services and related correspondence.
Topics: Engagement of coordinators; contract administration; coordinator conferences; recruiting of counsellors in each region; engagement of outside consultants; legal liability of counsellors; type of assignments; counsellor training; accounting and administration records; and the history of CASE. Evaluations of planning programs; conferences; activity reports; budgets; general administration.
Access: Files arranged by subject.
Format: Hard copy and electronic files.
Program Record Number: BDBC MTS 055

Policy
Description: Information on BDC lending policy and, in particular, its policy with respect to the availability of funds elsewhere, commitment and standby fees, prepayment indemnities, interest rates, and refinancing of funds.
Topics: Availability of funds; change of ownership; types of business; commitment and standby fees; interest rates; refinancing; prepayment indemnity; working capital; credit bureaus.
Access: Files arranged by subject.
Format: Electronic versions on BDC's intranet.
Program Record Number: BDBC FLS 010

Reports
Description: Activity reports prepared by Financial Services at Head Office, the areas and branches, including reports of accounts in arrears, equity investments, write-offs, and disbursements.
Topics: Reports - from head office, areas and branches on accounts (over $500,000) in arrears for more than one month; progressive reports; estimate of possible losses; equity investments report (monthly and semi-annually); summary of write-offs and review report; applications declined; report on operations; regional activity schedule; report analysis of accounts by category; report on loan authorizations; liability reports; loans partially disbursed; recoveries expected on accounts written off; monthly report on loans fully undisbursed; and semi-annual investment return reports.
Access: Files arranged by subject.
Format: Electronic database.
Program Record Number: BDBC FLS 005

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests
Accounts and Accounting
Acts and Legislation
Administration
Administration and Management Services
Audits
Budgets
Buildings
Buildings and Properties
Classification of Positions
Co-operation and Liaison
Employment and Staffing
Equipment and Supplies
Finance
Furniture and Furnishings
Hospitality
Human Resources
Lands
Office Appliances
Official Languages
Pensions and Insurance
Personnel
Procurement
Relocation
Salaries and Wages
Training and Development
Travel
Utilities
Vehicles

Particular Personal Information Banks

Applications for Employment
Description: This bank contains recruitment documents or applications for employment with BDC and any related correspondence. This bank may also contain personnel or staffing interviews, psychological tests, test results and analysts' reports.
Class of Individuals: Potential BDC employees.
Purpose: To meet the human resources needs of BDC.
Consistent Uses: Information may be transferred to an employee bank if the individual is offered and accepts employment. This information may also be

used for research, planning, evaluation and statistical purposes.
Retention and Disposal Standards: Retained a minimum of two years. However, unsolicited applications are destroyed after six months. Solicited applications are retained for 2 years after they are processed, then are destroyed.
RDA Number: 98/005
Related PR#: BDBC PRN 920
TBS Registration: 003750
Bank Number: BDBC PPU 020

Board of Directors
Description: This bank contains correspondence relating to recommended nominees, the Order-in-Council appointing the member, a brief biography, statement of qualifications, statement of acceptances, oath of fidelity and secrecy and statement of conflict of interest.
Class of Individuals: Candidates for appointment and appointees to BDC's Board of Directors.
Purpose: The purpose of this bank is to assist in the appointment of individuals as directors of BDC and to record information regarding their services as directors, including declarations on conflict of interest.
Consistent Uses: The information in this bank is used for reporting required for Treasury Board Secretariat and the Privy Council Office.
Retention and Disposal Standards: Records are retained permanently for historical purposes.
RDA Number: 81/007-1
Related PR#: BDBC FLS 050
TBS Registration: 003754
Bank Number: BDBC PPU 095

Consulting Group's Participants
Description: This bank contains the names, addresses and telephone numbers of participants in seminars and workshops offered under the consulting, counselling, training and mentoring programs of BDC's Consulting Group (formerly the Management Services Division). It may also contain company name, type of business, size of business and other company demographics.
Class of Individuals: Individuals, organizations, firms, businesses, etc.
Purpose: To maintain standard lists of individuals, organizations, firms and businesses for marketing purposes to mail information on current forthcoming events. The information may also be used for statistical purposes to provide analytical reports and have a better understanding of clientele profile.
Consistent Uses: The information is used to mail and distribute documentation to participants.
Retention and Disposal Standards: Records are updated continuously and information kept until superseded. The obsolete information is destroyed when superseded.
RDA Number: 98/001
Related PR#: BDBC MTS 055
TBS Registration: 003756
Bank Number: BDBC PPU 040

Customer Surveys
Description: This bank contains responses obtained via questionnaires relating to customer knowledge of BDC products and/or satisfaction with its dealings with BDC and may include the customer's name, address and telephone number.
Class of Individuals: Potential, current, and former BDC customers.
Purpose: The information is used to obtain an accurate assessment of customer satisfaction and awareness.
Consistent Uses: Compiling statistics for required reports.
Retention and Disposal Standards: Records are kept for a period of 1 year, archived for 5 years then destroyed.
RDA Number: 81/007
Related PR#: BDBC FLS 020 and BDBC MTS 050
TBS Registration: 003924
Bank Number: BDBC PPU 100

Loan Applications - Client Files
Description: This bank contains information relating to individuals who apply for different types of loans offered by BDC under various programs. The information consists of loan application forms, financial statements, appraisal reports, personal income and other client profile information, copies of correspondence relating to the repayment and ongoing administration of the loans and related legal documentation.
Class of Individuals: Individuals who apply for loans.
Purpose: The purpose of this bank is to determine eligibility for loans and the administration of loans.
Consistent Uses: Information in this bank is used for statistical purposes, monitoring, loan renewals, collection and recovery administration. Information may be shared with entities used by BDC in collection and recovery proceedings.
Retention and Disposal Standards: Records on approved loans are retained for 1 year from the date loan is fully repaid/cancelled, and then archived for 9 years after which time they are destroyed. Files for abortive loans or withdrawn/rejected applications are kept for 2 years, and then destroyed. Written off accounts are kept one

year after they've been written off and archived for another 9 years and then destroyed.
RDA Number: 81/007-1
Related PR#: BDBC FLS 020 and BDBC FLS 025
TBS Registration: 003753
Bank Number: BDBC PPU 050

Mailing Lists
Description: This bank contains mailing lists with the names and addresses of individuals, fims, companies, groups, etc.
Class of Individuals: Individuals, firms, companies, groups, etc.
Purpose: To maintain standard lists of individuals, organizations, groups, businesses, etc., for the purpose of mailing publications, reports, newsletters, information bulletins and other documentation on BDC's activities, programs and marketing.
Consistent Uses: The information is used to mail and distribute documentation to individuals on the mailing lists.
Retention and Disposal Standards: Records are updated continuously and the information is kept until superseded. The obsolete information is destroyed when superseded.
RDA Number: 98/001
Related PR#: BDBC FLS 025 , BDBC FLS 045, BDBC MTS 055
TBS Registration: 003755
Bank Number: BDBC PPU 045

Regional Register of CASE Counsellors and Consultants
Description: This bank contains information on business and professional people who are registered as counsellors under the Bank's Consulting Group Services (formerly, the CASE counselling program) . The information consists of their name, address, telephone number, SIN number, areas of specialization, availability, travel restrictions and background.
Class of Individuals: Business and professional people registered under the program.
Purpose: The data was compiled or obtained to provide information to coordinators on the qualifications and experience of counsellors with a view to matching them with the needs of the applicant business.
Consistent Uses: The bank is used for statistical purposes and human resources administration and planning.
Retention and Disposal Standards: Records are retained for six years from the date they become inactive and then destroyed.
RDA Number: 98/005
Related PR#: BDBC MTS 055
TBS Registration: 003371
Bank Number: BDBC PPU 005

Requests from Federal Investigative Bodies
Description: This bank contains requests for personal information pursuant to paragraph 8(2)(e) of the Privacy Act by federal investigative bodies, the replies to such requests, the records of information disclosed, any correspondence with the Privacy Commissioner and all records relating to the processing of the requests.
Class of Individuals: Individuals being investigated by federal investigative bodies.
Purpose: The purpose of this bank is to meet the requirements of the Act.
Consistent Uses: Compiling statistics relating to requests from federal investigative bodies.
Retention and Disposal Standards: Files are retained for six years after their last administrative action and are then destroyed.
RDA Number: 98/001
Related PR#: BDBC FLS 025, BDBC FLS 045, BDBC MTS 055
TBS Registration: 003746
Bank Number: BDBC PPU 025

Temporary Help Agencies
Description: This bank contains a list of calls made for temporary help services. It includes the names of the agencies contacted, the name of the person referred, the hourly rate charges by the agency, the approximate duration of employment, the name of the contact person at the agency and a description of the selection criteria.
Class of Individuals: Personnel referred by the agencies.
Purpose: The purpose of this bank is to maintain a record of temporary help personnel.
Consistent Uses: This bank is also used to back up financial records and invoices.
Retention and Disposal Standards: The records are retained for two years for administrative purposes and then destroyed.
RDA Number: 98/005
Related PR#: BDBC PRN 912
TBS Registration: 003749
Bank Number: BDBC PPU 015

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents

Access to Information and Privacy Requests

Electronic Network Monitoring Logs

Hospitality

Personnel Security Screening

Relocation

Travel

Classes of Personal Information

In the course of conducting the programs and activities of the Loans, Investment Group and Consulting Group Divisions, some personal information may be accumulated within the Bank's client files. Information may include such items as an individual's name, age, marital status, employment or managerial history, or information relating to financial transactions in which the individual is or has been involved. This form of personal information is normally retrievable only if specific information concerning the name of the enterprise or the number of the account concerned is provided.

Manuals

- BDC Operational Policies
- Environmental Risk Management Manual
- Legal - Miscellaneous Procedures Guides
- Modules and resource books for Credit Personnel Training Program
- Standard File Classification Manual
- Various guidebooks for new BDC financing products and consulting services

Additional Information

Please note: Requests made to the Business Development Bank of Canada under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Business Development Bank of Canada.

Requests for further information about the Bank and its various programs and functions may be directed to:

Public Affairs
Business Development Bank of Canada
BDC Building
5 Place Ville Marie
Montreal, Quebec H3B 5E7

Telephone: 514-283-7515
Internet: www.bdc.ca

Reading Room

In accordance with the Access to Information Act, an area in the Bank's Legal Services library at the premises listed below has been designated as a public reading room:

Head Office
BDC Building
5 Place Ville Marie
Montreal, Quebec H3B 5E7

Telephone: 514-283-5904

Canada Border Services Agency

Chapter 10

General Information

Background

The Prime Minister of Canada announced the creation of the Canada Border Services Agency (CBSA) on December 12, 2003. The CBSA is an integral part of the Public Safety and Emergency Preparedness Canada (PSEPC) portfolio. The creation of the CBSA brought together the Customs Branch of the former Canada Customs and Revenue Agency (CCRA), as well as parts of the Appeals and Compliance Branches that supported Customs; the Intelligence, Interdiction, and Enforcement program of Citizenship and Immigration Canada (CIC); and the Import Inspection at Ports of Entry program from the Canadian Food Inspection Agency (CFIA). In October 2004, immigration functions at ports of entry were also transferred to the Canada Border Services Agency.

Responsibilities

The responsibilities of the CBSA include: Administering legislation that governs the admissibility of people and goods into and out of Canada, establishing how people and goods move through our borders, detaining those people who may pose a threat to Canada, removing people who are inadmissible to our country, including those involved in war crimes or crimes against humanity, ensuring that illegal goods do not enter or leave the country, protecting food safety and the environment by stopping prohibited or hazardous products arriving at our air, land and sea ports, promoting Canadian business and economic benefit by administering trade legislation and trade agreements to meet Canada's international obligations, enforcing trade remedies that help protect Canadian industry from the injurious effects of dumped and subsidized imported goods, administering a fair and impartial redress mechanism, promoting Canadian interests at various international organizations and collecting any applicable duties and taxes.

With a workforce of approximately 12,000 public servants, the CBSA provides services at approximately 1,200 service points across Canada and 39 locations abroad. At over 60 land border crossings and nine international airports, it operates on a 24/7 basis.

In 2004-05, the CBSA processed about 95 million travellers and served 200,000 commercial importers and exporters.

It administers more than 90 acts and regulations on behalf of other federal departments and agencies, as well as international agreements.

Legislation

- Aeronautics Act
- Agriculture and Agri-Food Administrative Monetary Penalties Act
- Anti-Personnel Mines Convention
- Blue Water Bridge Authority Act
- Bretton Woods and Related Agreements Act
- Canada Agricultural Products Act
- Canada Border Services Agency Act
- Canada Customs and Revenue Agency Act
- Canada Grain Act
- Canada Post Corporation Act
- Canada Shipping Act
- Canada-Chile Free Trade Agreement Implementation Act
- Canada-Costa Rica Free Trade Agreement Implementation Act
- Canada-Israel Free Trade Agreement Implementation Act
- Canada-United States Free Trade Agreement Implementation Act
- Canadian Dairy Commission Act
- Canadian Environmental Protection Act, 1999
- Canadian Food Inspection Agency Act
- Canadian Human Rights Act
- Canadian International Trade Tribunal Act
- Canadian Wheat Board Act
- Carriage by Air Act

- Chemical Weapons Convention Implementation Act (through the Export and Import Permits Act)
- Citizenship Act
- Civil International Space Station Agreement Implementation Act
- Coastal Fisheries Protection Act
- Coasting Trade Act
- Consumer Packaging and Labelling Act
- Controlled Drug and Substances Act
- Convention on International Trade in Endangered Species of Wild Fauna and Flora
- Copyright Act
- Criminal Code
- Cultural Property Export and Import Act
- Customs Act
- Customs and Excise Offshore Application Act
- Customs Tariff Act
- Defence Production Act
- Department of Health Act
- Department of Industry Act
- Energy Administration Act
- Energy Efficiency Act
- Excise Act
- Excise Act, 2001
- Excise Tax Act
- Explosives Act
- Export Act
- Export and Import of Rough Diamonds Act
- Export and Import Permits Act
- Federal-Provincial Fiscal Arrangements Act
- Feeds Act
- Fertilizers Act
- Financial Administration Act
- Firearms Act
- Fish Inspection Act
- Fisheries Act
- Food and Drugs Act
- Foreign Missions and International Organizations Act
- Freshwater Fish Marketing Act
- Hazardous Products Act
- Health of Animals Act
- Immigration and Refugee Protection Act
- Immigration and Refugee Protection Regulations
- Implementation Act (through the Export and Import Permits Act)
- Importation of Intoxicating Liquors Act
- Integrated Circuit Topography Act
- International Boundary Commission Act
- Manganese-based Fuel Additives Act
- Meat Inspection Act
- Motor Vehicle Fuel Consumption Standards Act (not in force)
- Motor Vehicle Safety Act
- National Energy Board Act
- Navigable Waters Protection Act
- North American Free Trade Agreement Implementation Act
- Nuclear Energy Act
- Nuclear Safety and Control Act
- Pest Control Products Act
- Pilotage Act
- Plant Breeders' Rights Act
- Plant Protection Act
- Precious Metals Marking Act
- Preclearance Act
- Privileges and Immunities (North Atlantic Organization) Act
- Proceeds of Crime (Money Laundering) and Terrorist Financing Act
- Quarantine Act
- Québec Harbour, Port Warden Act
- Radiation Emitting Devices Act

- Radio Communication Act
- Seeds Act
- Special Economic Measures Act
- Special Import Measures Act
- Statistics Act
- Telecommunications Act
- Textile Labelling Act
- Trademarks Act
- Transportation of Dangerous Goods Act, 1992
- United Nations Act
- United States Wreckers Act
- Visiting Forces Act
- Wild Animal and Plant Protection and Regulation of International and Interprovincial Trade Act

Organization

The CBSA has seven branches, which are each led by a vice-president who reports directly to the President.

Admissibility Branch

The Admissibility Branch develops and administers national programs, operational policies, procedures and initiatives related to the admissibility, processing, and recourse mechanisms for the import, export and in-transit of goods and the movement of people, as well as the investigation of complaints related to unfair trade practices. The branch is also responsible for ensuring food safety, plant and animal health, as a result of outbreaks, diseases, pests, or food contamination, through the use of border lookouts and targets to identify and assist in interdicting high-risk regulated commodities arriving at air, land and seaports, and that the appropriate relationships exist with other government departments and agencies, in particular with the Canadian Food Inspection Agency and Citizenship and Immigration Canada.

Comptrollership Branch

The Comptrollership Branch is responsible for establishing the financial and administrative infrastructure and corporate accountabilities for the CBSA, and provides strategic direction and executive oversight and delivery of all comptrollership functions, including financial, administrative, procurement and contracting, telecommunication, asset management, security, and real property functions, as well as policies, systems, and management practices. The branch also provides authoritative advice to senior management to ensure effective corporate governance and stewardship for resources, as well as functional guidance and support for operations.

Enforcement Branch

The Enforcement Branch develops national procedures, strategies, and operational policies related to the CBSA intelligence, investigations, and enforcement programs. The branch is also responsible for collecting, analysing, and distributing intelligence regarding threats to the security of Canada's borders and the integrity of the CBSA's programs; providing intelligence support with respect to immigration and refugee cases; providing functional direction and support to field staff at posts abroad, ports of entry, and inland offices, as well as to Migration Integrity Officers located abroad; providing functional direction and support for the detention and removal programs; providing functional direction for the Investigations program; providing a focal point for the CBSA's relations with the security, law enforcement, and intelligence communities; researching, testing, purchasing, and maintaining high-technology detection equipment; developing and delivering specialized training to the field; developing and managing partnerships with other government departments, agencies, provincial and foreign governments, and the private sector; and working with international partners on the design of new programs.

Human Resource Branch

The Human Resources Branch provides human resources (HR) support to build the new Canada Border Services Agency (including organizational design, change management, and HR systems), while at the same time constructing a blended CBSA HR regime from the three inherited regimes. The branch is also responsible for establishing an integrated framework of HR strategies, policies, and programs, and provides functional guidance and support for operations.

Innovation, Science and Technology Branch

The Innovation, Science and Technology Branch translates business requirements, as outlined by the programs, into reality through the management of major projects to research, design, develop, and integrate quality business and Information

Technology (IT) solutions to meet the challenges of border management. The branch provides scientific and technical services relating to: the analysis of commercial goods, suspected contraband, seized spirits and tobacco products, denatured alcohols and other goods subject to customs duties, excise duty and/or taxes; document forensics; and detection technologies. The branch is also responsible for the establishment, management, enhancement and operation of the corporate IT infrastructure and the management of IT service agreements, as well as for the direction of strategic research and development of innovative technologies, and the acquisition and management of technology.

Operations Branch

The Operations Branch is responsible for consistent program delivery in the regions and the coordination of regional operations. The branch also provides a single point of contact for the regions at the national level and ensures that regional interests are well represented at headquarters.

Strategy and Coordination Branch

The Strategy and Coordination Branch (SCB) manages the corporate functions that align the CBSA within the government, the Canadian public and international audiences. It provides critical strategic planning and coordination, which strengthens all of the policy, program, and operations work at the CBSA.

The SCB is responsible for developing and establishing the internal corporate support framework for the stewardship of the CBSA's mandate and for ensuring that short-term and long-term border management issues are identified and strategies to address them are developed and communicated to the public.

The functional activities include corporate planning, research and evaluation; strategic policy; internal audit; international and federal/provincial programs; access to information and privacy (ATIP), cabinet/portfolio affairs, legislation regulations, parliamentary affairs, executive services, communications and consultations functions and activities.

Information Holdings

Program Records

Admissibility Branch

Account Security

Description: Information on Customs Brokers and Importers who have applied for release from Customs prior to Payment of Duties and/or Acceptance of Uncertified Cheques privileges.
Topics: Records include original Surety and/or Bank Bonds; original riders/endorsements; annual security review letters; copies of acknowledgment/ rejection letters pertaining to the submission of bonds/riders/endorsements; and various correspondence relating to the brokers and importers Account Security Profile e.g., B205, interim payment, defaults etc. Imported files are currently maintained with Brokers Licensing and Account Security programs pending the scanning of the records by Information Management Division. Also maintained is the correspondence relating to the two options available to brokers, Direct Security and Goods and Services Tax, Direct Payment. Copies of the Goods and Services Tax Agreement Letters, Direct Security Letters, and acknowledgment letters. Note that not all Customs Brokers have a working paper file, as many brokers do not use the Direct Security or Goods and Services Tax Direct Payment Options.
Program Record Number: CBSA ENT 001

Administrative Monetary Penalty System (AMPS)

Description: Authorizes Border functions to assess a range of graduated monetary penalties for all contraventions of the Customs Act and the Customs Tariff Act and the regulations pursuant to these acts. This penalty regime largely replaces seizures and ascertained forfeitures for commercial importations and exportations of goods.
Topics: Administrative Monetary Penalty System is based on an automated system called the Integrated Customs System. Each time a violation of border function requirements is identified, a Notice of Penalty Assessment is issued against the client using the Integrated Customs System. Integrated Customs System records the violator's name, address and client identifier, which is a business number, carrier code or warehouse sub-office locator code. The Notice of Penalty Assessment also includes the description of

the infraction, the penalty amount payable, and recourse options.
Program Record Number: CBSA ENT 002

Admission of Persons to Canada (shared with Citizenship and Immigration Canada)
Description: Information on policies, procedures and programs concerning the admission of persons to Canada.
Topics: Admission data on immigrants according to component groups (economic, social and humanitarian immigrants) and of visitors including tourists, temporary workers and foreign students. Related background information including labour market and demographic data. Description of selection criteria and processing systems.
Access: Paper and electronic records.
Program Record Number: CBSA ENT 003

Air and Marine Division
Description: The Air and Marine Division is responsible for the development and maintenance of policies, procedures, alliances and working partnerships related to the delivery of people processing programs, which include the admissibility of people, border functions processing of their goods as well as the processing of plant, animal and food products accompanying individuals at the border. The divisional units are: Air Operations and Policy and Marine Operations and Policy.
Topics: Provides functional guidance and interpretation on CBSA people processing policies and procedures to external stakeholders, local, regional and headquarter program areas. Developing, implementing, maintaining and reviewing, in conjunction with internal and external clients, policies and programs to strengthen people processing at the border. Providing expertise and impact analysis for ongoing and new activities that affect the CBSA people processing programs.
Program Record Number: CBSA ENT 041

Anti-dumping Investigations
Description: Information on the analysis of complaints alleging injurious dumping and consequent activities including investigations, reviews and appeals.
Topics: Original complaint; initial evaluation; detailed investigation; administrative and expiry reviews; and calculations and working papers.
Access: Files are maintained by commodity.
Program Record Number: CBSA ENT 004

Appeals (Anti-dumping and Countervailing)
Description: Information on the processing of B2 appeals against dumping and countervailing decisions made under the Special Import Measures Act (SIMA); and in the case of Binational Panels appeals, an Administrative Record comprised of an Index, documentation identical to that described for Border functions – Anti-dumping Investigations and Border functions – Countervailing Investigations, complainant's briefs and responses there to, motions and disclosure orders.
Topics: Appeal documents and related working papers.
Access: Files are maintained by commodity.
Program Record Number: CBSA ENT 005

Brokers Licensing
Description: Information on the licensing and control of Customs Brokers.
Topics: Customs Brokers Qualifying Examinations, Licensing Advisory Committee; Customs Brokers $50,000 Performance Bonds; Customs Brokers documents agents; power of attorney.
Access: Customs broker's records are filed alphabetically by name and location.
Program Record Number: CBSA ENT 006

Telephony Reporting Center System (TRCS)
Description: Documentation on the development, implementation and maintenance of computer systems pertaining to Traveller Telephone Reporting Systems in the Customs and Trade Administration environment.
Topics: Travellers rates and declaration database; conveyance passage database; line officer reference manuals for all telephone reporting and modes of travel; procedural documents for problem reporting and resolution for CANPASS.
Program Record Number: CBSA ENT 007

Carrier Control
Description: Information on legislation, regulations and policies regarding the reporting and control of conveyances and cargo entering and transiting Canada. Information on the report and control of the use of non-duty-paid instruments of international conveyance entering, exiting and transiting Canada; all modes of transport and transport-related equipment in accordance with Customs and transportation policy.
Topics: Carrier policy and procedures, carrier code, temporary importation of vessels, intoxicating liquors, and post audit system. Remission orders for, vessels, aircraft; policy directives and information of a general or specific nature relating to carriers of all modes; cargo containers.
Access: Information is contained in the D Memoranda, which can be accessed numerically.

Case files are divided into different carrier modes and are filed alphabetically by company.
Program Record Number: CBSA ENT 008

Casual Refund Program
Description: The CBSA Casual Refund Program authorizes the refund of duties and taxes that were collected, but should not have been, on certain goods imported by mail or courier or carried by the traveller, for casual (non-commercial) use. The Casual Refunds System (CRS) and the Casual Refund Electronic Data Interchange Transaction System (CREDITS) are the systems that facilitate the casual refund process by the electronic filing and forwarding pertinent information at the Casual Refund Centre (CRC) to Public Works and Government Services Canada (PWGSC) for cheque productions and distribution.
Topics: Casual Refund regulations, operational policies, processes, and procedures. Each refund claim is assigned a unique bar code label for filing and can also be accessed by the claimant's name and address.
Access: Information regarding the Casual Refund Program is found in D6-2-6, D6-2-2, D11-6-1, D11-6-45, D17-1-0, and D17-1-19.
Program Record Number: CBSA ENT 019

Casual Refund System /CREDITS – Maintenance and Support
Description: Information on Casual Refund System.
Topics: User Manuals, desk instructions, functional specifications, various test packages, bulletins to systems users.
Access: Manuals are filed by subsystem and/or system name. Files are indexed numerically and by subject.
Program Record Number: CBSA ENT 009

Client Service – Fees for Documents
Description: Information on the application of fees when clients request copies of documents related to the import or export of goods.
Topics: General, policy/regulations (D1-3-1), public complaints, regulatory review process.
Access: Files are arranged numerically.
Program Record Number: CBSA ENT 011

Client Service – Special Service Charges
Description: Information on the application of service fees pursuant to section 167 of the Customs Act for ad hoc border service provided outside authorized hours, at a location other than a border office or which is outside the normal realm of a border officer's duties.
Topics: General, policy/regulations (D1-2-1), public complaints, regulatory review process.
Access: Files are arranged by number and subject.
Program Record Number: CBSA ENT 012

Commercial Policy Division – Contracting Out
Description: Information related to the data capture of entry accounting and cargo data by private sector firms using CBSA's equipment and facilities.
Topics: Operating procedures manual; Public Works and Government Services Canada contract; various reports, forms and files.
Access: Manual is filed by name and files are indexed numerically and by subject.
Program Record Number: CBSA ENT 029

Commercial Verification
Description: Information on policies and procedures respecting the legislation administered by CBSA prior to the release of commercial goods to the importer or his agent and similar information on goods exported from Canada.
Topics: Regulations, operational policies, processes, and procedures, contravention's and sanctions, and verification processes and methodology.
Access: Memoranda and files containing instructions can be accessed alphabetically.
Program Record Number: CBSA ENT 013

Compliance and Performance Surveys
Description: Information on the compliance of travellers; commercial goods arriving by highway, air and marine container; and courier and postal shipments.
Topics: Traveller and commercial compliance rated, for travellers, the dollar value of duties evaded, percentages of travellers sampled who were fully satisfied to fully unsatisfied with border function service.
Access: Files are arranged by CBSA office name and by date of survey.
Program Record Number: CBSA ENT 014

Countervailing Investigations
Description: Information on the analysis of complaints of the allegedly injurious importations of subsidized goods and consequent activities, including investigations, reviews and appeals.
Topics: Original complaint; initial evaluation; detailed investigation; administrative and expiry reviews; and calculations and working papers.
Access: Files are maintained by commodity.
Program Record Number: CBSA ENT 015

Courier Low Value Shipment (LVS) Program and Procedures
Description: Information on the legislation, regulations and policies governing couriers involved in the clearance of low-value shipments (importations valued at less than $1,600) through the Canada Border Services Agency (CBSA).
Topics: Courier policy and procedures, remission order, participation in the Courier LVS Program, cost recovery, statistics, and correspondence with courier companies and associations.
Access: Information is filed by subject matter. Related information can be found in CBSA D-Memos D5-1-13, D8-2-16, D17-1-0, D17-1-2, D17-1-22, D17-4-0 and D17-4-1.
Program Record Number: CBSA ENT 016

Drawbacks and Refunds
Description: Information on the administrative policies for drawbacks of border duties on exported goods, the refunds of border duties under various regulations (excluding appeals) and the development of Canadian legislation covering the drawback and refund programs.
Topics: Correspondence on drawbacks – claims and claimants; refunds – claims and claimants; exports; obsolete or surplus goods; railway rolling stock; ships' stores; home consumption; post-audit and conditional remission Orders in Council.
Access: Subject files and case files are arranged by subject or company name. Refund and drawback claims are filed by claim number.
Program Record Number: CBSA ENT 020

Duty Deferral
Description: Information on duties deferral unit and the development of Canadian legislation covering various relief/refund/remission programs.
Topics: Payment of claims withheld to offset debts due to the Crown; post-audit procedures; seizures arising from drawback or refund investigations; and trade talks and negotiations.
Access: Files are arranged by subject, company, country or Agency.
Program Record Number: CBSA ENT 021

Duty Deferral, Drawback and Bonded Warehouse
Description: Customs Bonded Warehouses are departmentally licensed and related facilities operated by the private sector. Goods in a bonded warehouse are considered to be imported into Canada but have not been released from CBSA. These facilities provide for the complete deferral of border duties, anti-dumping and countervailing duties, excise duties (except tobacco and alcohol destined for release into Canada) and taxes including the GST.
Topics: Customs Bonded Warehouses.
Access: Individual Bonded Warehouse records are filed alphabetically by name and held in various offices.
Program Record Number: CBSA ENT 022

Duty Free Shop Licensing
Description: Information on the objectives and implementation of the duty free shop program at the land border, and information on airport duty free shops.
Topics: Criteria and procedures for licensee selection; standards of operations; duty free shop regulations and directives.
Access: Individual land border and airport duty free shops records are filed by site; general information is filed by subject matter.
Program Record Number: CBSA ENT 023

Entry Accounting and Adjustment Policy
Description: Information on the entry of commercial goods and related documentation: revenue accounting, invoicing and adjustments against accounting documents.
Topics: B3 entry documentation; provisional entries; B2 requests for adjustment; amending entries; Canada Border Services Agency invoicing requirements.
Access: Records are filed alphabetically.
Program Record Number: CBSA ENT 024

Export Reporting
Description: Information on export policy and procedures applicable to commercial goods exported from Canada, permanently exported conveyances, goods moving in transit through Canada and the reporting of carrier conveyances and cargo.
Topics: Export regulations and directives; forms and information pamphlets: electronic and manual reporting of goods and cargo.
Program Record Number: CBSA ENT 025

General
Description: Information on the overall functions of commercial entry systems (e.g., audits, co-operation and liaison, meetings, projects and reports).
Topics: Commodity coding; contingency plans; Customs Act revisions; co-operation with the Canadian Exporters' Association, Canadian Society of Customs Brokers, Canadian Importers' Association, Canadian Industrial Traffic League, and external agencies in general.
Access: Information is contained in the D

Memoranda, which can be accessed alphabetically.
Program Record Number: CBSA ENT 026

Harmonized Commodity Description and Coding System
Description: Information on the Harmonized Commodity Description and Coding System (HS).
Topics: Results of the Harmonized System Committee of the World Customs Organization (WCO) and the HS Review Sub-committee; the HS Nomenclature; Canadian tariff and statistical nomenclature based on the HS.
Access: Files and reports are filed by topic.
Program Record Number: CBSA ENT 027

Highway and Rail Division
Description: Development of policies, procedures, alliances and working partnerships needed to maintain the facilitation of entry for returning Canadians, permanent residents, immigrants and visitors. Information relating to the administration and application of specific tariff items and remission orders pertaining to travellers' entitlements and control and processing of travellers and their baggage entering Canada by highway and rail. Admissibility activities as they relate to highway and rail mode, including letters, briefing notes and ministerial correspondence; policies, statistics, directives, manuals, forms, operational memoranda on specific immigration and border functions and obligations; the Immigration and Refugee Protection Act and Regulations, the Customs Act and Regulations, Customs Tariff and Regulations and proposed amendments thereto, historical amendments and Regulatory Impact Analysis Statements (RIAS), and other related statutory instruments.
Topics: Interpretive guidance on tariff items pertaining to immigrants, visitors, former residents, settlers and their effects; liaison with other department s and inspection procedures. Examination of personals entering Canada including: primary and secondary examinations; documents required by persons seeking to enter Canada; examinations of Canadian citizens, registered Indians, permanent residents and temporary resident visa holders; examination of immigrants; processing study and work permits; examinations of visitors and foreign workers; preparation of voluntary withdrawal, and directions to return to the United States; border services officer functions related to immigration matters at ports of entry; search and seizure of documents and private vehicles, verification of departure at ports of exit; temporary entry of business persons; Canada/US Accord on our shared border; searches and seizure; special treatment of unaccompanied minors; determinations of eligibility under the Immigration and Refugee Protection Act to have a claim to be a convention refugee referred for determination; seizing and returning documents; US VISIT; Smart Border Accord Initiatives.
Program Record Number: CBSA ENT 045

Integrated Customs Systems
Description: The Integrated Customs System is based upon the Customs Blueprint initiatives designed to streamline and expedite legitimate trade and facilitate processing of low-risk travellers, enhanced import and export control effectiveness, and ensure Government revenues are collected. The Integrated Customs Systems combines new components, applications, and technical infrastructure, with interfaces to existing Commercial Traveller, and Enforcement systems.
Topics: Documentation includes information on the design, development, testing, and implementation of the components, applications, and infrastructure that comprise Integrated Customs Systems. Systems descriptions, conceptual designs, database models, project development and deployment schedules, procurement records, integrated testing strategy and problem reporting instructions, and problem management strategy.
Program Record Number: CBSA ENT 028

Origin and Valuation Audits
Description: Information on audit and verification policies, procedures and activities, respecting the rules of origin regulations under the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Israel Free Trade Agreement (CIFTA), the Canada-Costa Rica Free Trade Agreement (CCRFTA) and the Least Developed Countries (LDCs) Market Access Initiative.
Topics: Policies and procedures, related legislation and regulations, NAFTA Audit Manual, origin and valuation correspondence and working paper templates, audit plan and case files.
Access: Files are arranged by FTA and/or subject and/or company name.
Program Record Number: CBSA ENT 030

Policy and Administration (Anti-dumping and Countervailing)
Description: Information on the development of Canadian legislation covering anti-dumping, countervail, and the development and review of systems and procedures relating to the application of these programs; liaison with other Departments, foreign trade; and tax legislation.

Topics: Legislation; policy and technical interpretation of anti-dumping and countervail programs; correspondence and manuals; documents relating Agency involvement with the General Agreement on Tariffs and Trade (GATT) World Trade Organization (WTO) Agreement; trade negotiations [Free Trade Agreement (FTA), North American Free Trade Agreement (NAFTA), Canada-Chile Free Trade Agreement (CCFTA) Multilateral Steel Agreement (MSA)] and internal studies [Organization for Economic Co operation and Development (OECD) study on trade and competition policies], studies and reviews on trade and tax legislation of foreign countries.
Program Record Number: CBSA ENT 031

Policy and Administration (Origin)
Description: Information for the policies and procedures of the Memorandum of Understanding (MOU) for the Exchange of NAFTA-Related Information Between the Bureau of Customs and Border Protection and the CBSA that have been established in order to fulfill our commitment under Section 512 of the North American Free Trade Agreement (NAFTA) to collect and exchange information and statistics regarding the importation and exportation of goods in order to ensure equitable implementation of the NAFTA and ensuring all exporters of a level playing field.
Topics: Reasons for the exchange of the trade data, policies and procedures, the Customs Notice 514-Memorandum of Understanding for the Exchange of North American Free Trade Agreement (NAFTA)-Related information, related legislation and Regulations, required data elements and documentation, manner in which data is to be exchanged and the timing of the exchange (monthly/quarterly).
Access: The individual origin verification determinations are filed by period.
Program Record Number: CBSA ENT 032

Policy and Administration (Valuation)
Description: Information on the development of Canadian legislation covering valuation and the development and review of systems relating to the administration of valuation; information on the delivery of international technical assistance; liaison with other Government Departments and other branches and divisions within CBSA; valuation legislation, policies and practices of World Trade Organization (WTO) signatories to the International Valuation Agreement.
Topics: Legislation, policy and technical interpretation of the valuation program; correspondence and training material; documents concerning Agency participation at General Agreement on Tariffs and Trade (GATT) World Trade Organization (WTO) Agreement meetings and at the Customs Cooperation Council (CCC) World Customs Organization (WCO) Technical Committee on Customs Valuation meetings. Participation on Government Trade Agreement Initiatives (e.g. APEC, NAFTA, EFTA, FTAA, Chile, etc.).
Program Record Number: CBSA ENT 033

Postal Policies, Procedures and Automated Systems
Description: Information on various policies, procedures, operational and automated systems respecting the importation of goods through the postal system by commercial and non-commercial importers; also co-operation and liaison with domestic and foreign authorities.
Topics: Interpretations of legislation, regulations and policies; postal methods of payment for duties and taxes; postal import remissions; postal release procedures; complaints; control of bound international mail; co-operation and liaison with domestic (and foreign) authorities such as the Royal Canadian Mounted Police, Agriculture Canada, Health Canada, Canada Post Corporation and Statistics Canada on issues such as admissibility of mail items, treatment of inadmissible and prohibited items, delivery of mail and collection of duties and taxes, and trade data.
Program Record Number: CBSA ENT 034

Recourse Directorate (Enforcement related disputes)
Description: Information on all appealed enforcement actions made under the Customs Act, Excise Act, Excise Act 2001, Agriculture and Agri-Food Administrative Monetary Penalties Act, Proceeds of Crime (Money Laundering) and Terrorist Financing Act for contravention of these or other Acts of Parliament for which the Agency has administrative authority.
Topics: Information retained includes original enforcement action documents, officer reports and supplementary reports, the letter of appeal, the Notice of Reasons for Action, and the decision.
Access: Cases are files by number.
Program Record Number: CBSA ENT 018

Recourse Directorate (Trade related disputes)
Description: Information on dispute resolution processes, including policies and procedures relating to K14D disputes for re-determinations of tariff classification, origin or value for duty decisions made under the Customs Act; appeals

to the Canadian International Trade Tribunal and Federal Court; referrals and inquiries from regional appeals offices; consultations with the Department of Justice; the analysis of facts and positions as well as their ramifications with respect to Canadian International Traite Tribunal/Federal Court cases; objectives, organization and responsibilities; work plans; workload and resource projections and resource allocations; training; procedural type policies and manuals.
Topics: Procedural guidelines; mandates; authority delegations; regional referrals; K14D's and notices of appeal with related documentation; position papers; protocols with other branches.
Access: Filed by Harmonized System Subheading, court reference number, and subject.
Program Record Number: CBSA ENT 017

Remissions
Description: Information on the eligibility of companies and types of commodities for exemption or remission of duties and taxes under standing remission Orders-in-Council, special remissions, applications to the Interdepartmental Remission Committee and the development of Canadian legislation covering the remission program.
Topics: Applications, background information, research data and decisions relating to standing remission Orders-in-Council; special remissions; Canadian goods abroad and temporary entry provisions.
Access: Cases are filed by company name, subject and Order in Council number.
Program Record Number: CBSA ENT 036

Rules of Origin
Description: Information on the determination of tariff treatment in accordance with the Canadian rules-of-origin regulations and trade agreements (the North American Free Trade Agreement in particular).
Topics: Inquiries; reports; requests for information; verifications; investigations and final decisions on such things as entries; invoicing; preferential tariff; and direct shipment.
Access: Files are arranged by subject and country.
Program Record Number: CBSA ENT 037

Tariffs
Description: Information on the overall functions and programs that concern the Tariff Classification and International Nomenclature Division.
Topics: End-use privileges; CBSA laboratory reports; industry complaints and reviews; Consultations with other government departments and bilateral and multilateral negotiations on tariff classification issues; the Customs and Excise Offshore Application Act; and regional referrals.
Access: Files are arranged by tariff item and commodity.
Program Record Number: CBSA ENT 039

People's Year in Review
Description: The People's Year in Review is an annual publication providing an analytical look at statistical data (national and regional), compliance measurement and client satisfaction. It includes overviews of key events and activities within the CBSA.
Topics: Summaries of compliance and performance measurement surveys conducted annually, traveller volumes, examination rates, enforcement rates and numbers of small collections on a national, regional and select CBSA office basis.
Access: The Year in Review is distributed to select managers in HQ and regionally.
Program Record Number: CBSA ENT 042

Valuation
Description: Information in support of regionally conducted valuation verifications concerning the value for duty of imported goods.
Topics: Instructions to importers; documentation, information on formal requests for re-appraisal.
Access: Files are maintained by file number for the commodity and by importer name.
Program Record Number: CBSA ENT 043

Warehouse Licensing
Description: Information on the licensing and operation of various types of Customs warehouses.
Topics: Customs sufferance warehouses; frontier warehouses.
Access: Individual sufferance warehouse records are filed alphabetically by name and location.
Program Record Number: CBSA ENT 044

Comptrollership Branch

Program Planning and Analysis
Description: Information concerning Branch planning and budgeting activities including multi-year operational planning process (MYOP); the Branch monitoring framework for programs; health and safety requirements (e.g. radio communication) and union-sensitive issues; procurement and contracting, policy and quality control; telephony services; radio communication services, including PASS program (Personal Alarm Security System) as well as other radio

communication systems; special services; asset management including fleet and disposal of goods; claims against the Crown; briefing material for senior management on operational issues; responses to internal audit reports, program evaluations and Auditor General reports; co-ordination of special events (e.g. G-7 meetings, Olympic Games Expositions); policies to be followed in the communications centre regarding communications between the regions and headquarters in crisis situations; and statistics on inspector assaults.
Topics: Program planning and analysis-general, policy development, interbranch and interdepartmental coordination, monitoring, branch planning and budgeting.
Program Record Number: CBSA COM 001

Enforcement Branch

Anti-Evasion
Description: Information on anti-evasion, smuggling and fraud initiatives, on liaison with other organizations involved in anti-evasion, smuggling and fraud initiatives; on coordinated law enforcement activities.
Topics: Research, analysis and assessment of smuggling and fraud; co-ordination of the activities on anti-evasion, smuggling and fraud; money laundering; organized crime.
Program Record Number: CBSA ENF 002

Commercial Enforcement
Description: Information on the development of enforcement policies, techniques and procedures.
Topics: Import and export enforcement policies and procedures; policies on the utilization of intelligence data in enforcement programs.
Access: Files are in numerical order.
Program Record Number: CBSA ENF 003

Customs Enforcement

Advance Passenger Information/Passenger Name Record Program (API/PNR)
Description: Information on the legislation, policies, and procedures as well as the design, development, testing, and implementation of PAXIS (Passenger Information System). Included is information relating to passengers and crew as obtained from airlines' reservations or departure control systems as well as result scores from subsequent enforcement database queries.
Topics: Regulations; operational policies and procedures; correspondence; system descriptions and test packages; evaluation reports; user manuals and training material; memoranda of understanding; disclosure release forms; statistics.
Access: Files are indexed numerically and by subject matter. PAXIS data can be searched by data field.
Program Record Number: CBSA ENF 001

Customs Intelligence Data
Description: Information exchanged with foreign Customs administrations and law enforcement agencies used to produce intelligence relating to the detection and successful interdiction of actual and potential border violations.
Topics: Offence-related data; profiles of individuals, companies, and organizations considered to be high-risk border offenders; information on past infractions by companies or persons; suspect files of individuals or companies; commodity data pertaining to goods likely to be smuggled; methods of concealment, modus operandi of the smuggler, routing; demographics of smugglers, etc.
Access: All data can be retrieved via printouts matching various selected fields or search of file material. Individual names, company names, addresses and telephone numbers can be the subject of search criteria. All fields can be sorted according to the data (i.e. alphabetically or numerically).
Program Record Number: CBSA ENF 004

Detection and Investigations
Description: Information specific to non-compliance, avoidance, evasion with respect to the Customs Act and other related laws. The information relates to the detection, identification and investigation of potential, alleged, and actual violations with respect to the provisions of the Acts.
Topics: Information pertaining to persons specific to non-compliance, and duties avoidance, evasion and fraud.
Access: Cases are filed alphabetically by vendor's name and case file, and numerically by enforcement file.
Program Record Number: CBSA ENF 005

Immigration Enforcement

Enforcement
Description: General correspondence relating to enforcement activities, including letters, briefing notes and ministerial correspondence; policies, statistics, directives, manuals, forms, operational memoranda on specific Immigration enforcement functions and obligations; the Immigration and Refugee Protection Act and Regulations, proposed

amendments thereto, historical amendments and Regulatory Impact Analysis Statements (RIAS), and other related statutory instruments.
Topics: Investigations, Removals, Hearings, and Detention: Lookouts; Section 44 reports, Maritime procedures; Search and seizure of documents and private vehicles, Holding, detaining and seizing vehicles operated by transportation companies; Obligations and liabilities of transportation companies; Memorandum of Understanding with commercial transporters; Verification of departure; Reciprocal Arrangement with the United States Memorandum of Understanding with Health Canada; Canada/US Accord on our shared border; Advance Passenger Information (API)/Passenger Name Record (PNR); Advance Passenger Processing (APP); Treaty on Mutual Legal Assistance with the United States; Investigations (peace officer status; use of force; police liaison); Searches and seizure; Arrests; Unaccompanied minors; Detention reviews and release; Admissibility hearings; Issuance of removal orders with respect to detention and release; Appeals of removal order by a permanent resident, a protected person, or a holder of a permanent resident visa; Refugee claims, Minister's interventions; Refugee vacation; Temporary Suspension of Removals; Removal order deferrals, stays of removal; Escort function; Warrants; Our Missing Children Program; General information on cooperation and liaison activities with law enforcement agencies, in particular the RCMP and CSIS; Memorandum of Understanding with CPIC services; Memorandum of Understanding with various police agencies; Administrative Framework Agreement with the Immigration and Refugee Board of Canada; Removal Arrangements with Jamaica, Vietnam, Slovenia, the Czech Republic, Hong Kong, Lebanon, and Portugal; Permanent Resident Card Project; Canada/US Border Vision; Intergovernmental Consultations on Refugee Asylum Policies and Migrations in Europe, North America and Australia (Working Group on Return).
Program Record Number: CBSA ENF 008

Immigration Intelligence

Strategic Intelligence
Description: Policies, guidelines, procedures, statistics, correspondence and reports.
Topics: Activities involving organized illegal migration and smuggling; Co-operation and liaison with international enforcement agencies concerned with illegal migration; Undocumented arrivals; Improperly documented arrivals at Canada's ports of entry; Illegal marine arrivals; International migration trends; special population movements as a result of civil war, social/political upheaval, and natural disasters; Intelligence assessment products; Seizure of documents from international mail and courier systems.
Program Record Number: CBSA ENF 012

Integrated Customs Enforcement System (ICES)
Description: Information on the design, development and implementation of ICES, the major automated enforcement support system in the Customs Stream.
Topics: System descriptions; System Data base Model; Enforcement Library, Systems, Design and Architecture Documents; Problem resolution and testing procedures. Implementation plans; User Manuals and Training material.
Access: Files are indexed numerically by subject matter.
Program Record Number: CBSA ENF 009

Integrated Primary Inspection Line (IPIL) System
Description: Information on the design, development and implementation of the IPIL System. IPIL supports the primary Customs Inspectors function by performing name and associated date of birth queries against the Integrated Customs Enforcement System (ICES) and Field Operations Support System (FOSS) databases.
Topics: Systems Designs and Architecture Documents: Implementation plans and system descriptions.
Access: Files are indexed numerically by subject matter.
Program Record Number: CBSA ENF 010

Transportation
Description: Information on the transportation of persons to, from or within Canada.
Topics: Transportation by air, land or sea; companies' obligations for the provision of examination facilities; payment of detention, removal and medical costs; administration fees, deposit of security for persons conveyed in companies' vehicles; responsibilities and regulations of travel agencies, and consultations with Transport Canada.
Program Record Number: CBSA ENF 011

Innovation, Science and Technology Branch

Accelerated Commercial Release Operations Support System (ACROSS)
Description: Information on the design, development testing and implementation of ACROSS, the major automated release system in the Customs Commercial stream. Included is information on the following ACROSS sub-systems: Goods Control (Cargo and Electronic Data Interchange (EDI) Release, including Air Highway and Rail Cargo as well as Advance Commercial Information (ACI) Marine Cargo and ACI Air Cargo); Release Notification System (RNS); the Automated Import Permit System (EXCAPS); G7 Import (One-step); the Customs Self-Assessment Program (CSA), the Commercial Driver Registration Program (CDRP); and Export (G7 and CAED). ACROSS interfaces with other systems including Other Government Departments (OGDs) such as CFIA, ITCan, NRCan and Statistic Canada).
Topics: System descriptions, Conceptual System Design (CSD), Business System Design (BSD), ACROSS Participant Requirements Document (PRD) RNS PRD, CSA PRD, EDI Rail Cargo PRD, ACI Marine Client Document (CD), and ACI Air CD; Implementation Plans; ACROSS User Guide; Bulletins and training material including Quick Reference Guides.
Access: Files are indexed numerically and by subject matter.
Program Record Number: CBSA TEC 001

Branch Automated Equipment Acquisition and Inventory Control and Management
Description: Information on automated systems equipment (hardware, software, communications devices) acquisition, inventory, determination of funding levels for technology support costs, deployment and replacement processes.
Topics: Acquisition forms, inventory database, costing formulas, funding reports.
Access: Files are indexed numerically and by subject.
Program Record Number: CBSA TEC 003

Customs Commercial Systems
Description: Documentation on the development, implementation and maintenance of computer systems pertaining to commercial accounting and reporting.
Topics: Importer and carrier identification, Commercial rates, B2 & B3 electronic documents, and accounting databases, as well as data dictionary and schemas; procedural documents for problem reporting and resolution for CCS/FIRM/G11.
Program Record Number: CBSA TEC 004

Electronic Data Processing (EDP) Systems (shared with Citizenship and Immigration Canada)
Description: EDP systems are used to gather or update the information needed for the operational support of citizenship and immigration programs. Citizenship and immigration-related programs and services are delivered using integrated clerical, manual and EDP systems. The EDP component consists of the sub-systems listed below. All sub-systems are linked to each other, either by a full computer connection (interface), or by common data elements that allow comparisons of information across systems. Therefore, actions in one sub-system may affect the smooth running of others. Approximately 500 separate immigration forms, with a total volume of 1,000,000 documents, are processed through these sub-system search years. Enforcement Information Index (EII): Please see Citizenship and Immigration Canada PPU 041 for details. A set of EII (CIC PPU 041) cases produced on CD was distributed to posts (Embassies and Consulates) abroad. Enforcement Data System (EDS): Please see Citizenship and Immigration Canada PPU 001 for details. A set of EDS (CIC PPU 001) cases produced on CD was distributed to posts (embassies and consulates) abroad. Field Operational Support System (FOSS): The FOSS database is a central repository of information on all persons who have been, may be or are wanted to be seen by Immigration staff. FOSS is the main operational support system for Immigration operations in Canada. The system is comprised of numerous components including query functions, status entry, document creation, refugee monitoring, case processing support, medical profiles, registry functions, client name and address, statistical functions, airport primary inspection line functions, access and security, appeals and litigation, quality assurance and records maintenance. All Immigration staff that work with the public and the staff that support these officers use FOSS. It is also used at all international airports by Border inspectors and by a number of specialized groups, such as: Case Management, Query Response Centre, Social Insurance Registry, Immigration Health, Immigration Statistics, External Affairs Protocol Office and the U.S. Immigration Offices at Detroit and Buffalo. There are over 14 million client records and over 23 million document reference records. Computer-Assisted Immigration

Processing System (CAIPS): CAIPS is the automated system for immigration application processing outside Canada. Information is entered in the system from application forms and supporting documentation submitted by applicants for immigrant and visitor visas, returning residence permits and student and employment authorizations. This information is transferred electronically to FOSS to facilitate inland processing. In addition, CAIPS users have real-time access to FOSS via the CAIPS-FOSS Integration module. Case Processing Centre System (CPC): The CPC system supports the processing of all in-Canada applications for the following six lines of Business: in- Canada sponsorship of family class; extension of visitor visas; extension of employment authorizations; extension of student authorizations; applications for Citizenship and Immigration Canada 385 permanent residence; applications based on Humanitarian and Compassionate grounds; and for persons deemed refugees. The system is tied very closely to FOSS. Citizenship Registry System (CRS): CRS manages processes related to citizenship, namely grants of citizenship and proofs of citizenship. The main functions are: Collect Fees; Collect Data; Certificate Preparation; Clearance; Decision: Scheduling; Log In (results) and File Retention. All record scheduling and workflow data related to citizenship processes are kept in this database and there is an interface with FOSS. National Case Management System (NCMS): The NCM system replaces seven regional case tracking applications–Tracking Resource Allocation and Client Scheduling (TRACS), Système d'Affectation des Ressources et Calendrier des Enquêtes (SARCE), Investigations Tracking System (ITS), Investigation Case Management System (ICMS), Système Informatique pour le Suivi des Appels (SISA), and Appeals Tracking System (ATS). NCMS provides functionality that supports critical case tracking requirements from the regions and NHQ. It provides a facility aimed at satisfying management information needs. Key enforcement data is stored centrally to provide an integrated client case history for all domestic users. Its functions include case tracking, bring forward, scheduling, workload management, file registry, and forms and letters modules for all of Citizenship and Immigration Canada's major enforcement business lines (except port of entry examinations).
Topics: Information systems generally; standard statistical coding for completing forms; information gathering systems (employment clearance, occupation, transportation tables, native language); data systems (immigrants processed abroad and in Canada, permanent residents, monthly program reports, special information retrieval procedures, foreign nationals visiting Canada).
Program Record Number: CBSA TEC 011.

Mechanized Systems Development
Description: Information on ensuring effective border control over the movement and processing of international mail, by means of improved facility designs and both mechanical and non-mechanical systems.
Topics: Facility improvements, correspondence and drawings, machinery and equipment.
Access: Records are filed by subject and by the border office
Program Record Number: CBSA TEC 006

Personal Computer/LAN Systems Maintenance and Testing
Description: Information on the Commercial Offsite Monitoring System (COMS); Automated Carrier Tracking System (ACTS).
Topics: User Manuals, desk instructions, functional specifications, various test packages, bulletins to systems users, and systems change procedures.
Access: Manuals are filed by system name. Files are indexed numerically and by subject.
Program Record Number: CBSA TEC 007

Postal Import Control System (PICS) – Maintenance and Support
Description: Information on PICS.
Topics: User Manuals, desk instructions, functional specifications, various test packages, bulletins to systems users.
Access: Manuals are filed by subsystem and/or system name. Files are indexed numerically and by subject.
Program Record Number: CBSA TEC 008

Program Development – Systems Management and Enhancements
Description: Information on problem resolution, design and implementation of system enhancement, for ACROSS.
Topics: Systems change procedures; system enhancements; various test packages to assess the different valid and invalid situations in the system functional specifications; security profiles.
Access: Files are indexed numerically and by subject matter.
Program Record Number: CBSA TEC 009

Project Management – Customs Commercial Systems (CCS) Systems Maintenance
Description: Information on problems resolution; design and implementation of system enhancements; audits and post-implementation reviews.
Topics: CCS Priorities; systems problems; systems enhancements; pre-implementation and post-implementation audit reports and responses, various test packages to assess the different valid and invalid situations in the system functional specifications.
Access: Files are indexed numerically and by subject matter.
Program Record Number: CBSA TEC 010

Scientific/Advisory Services
Description: Information on the analytical and scientific advisory services provided in support of the administration of the Customs Tariff Act and related legislation; the Excise Act and related legislation and the Spirits Instrument Certification Program; on Forensic Document Analysis in support of investigations and prosecution of fraud; on scientific and technical research and development work in support of the administration of Customs and Excise policies, regulations and procedures.
Topics: (i) Technical information and methodology for the analysis of commodity importations, suspected contraband, seized spirits and tobacco products, denatured alcohols and other goods subject to excise duty and/or taxes; laboratory reports and certificates on analysed products; certificates issued for the Spirits Instruments Certification Program; and laboratory reports related to the examination of fraudulent documents. (ii) Project reports and working papers associated with the investigation and development of scientific methods, systems and equipment for the detection and identification of goods subject to Customs and Excise control; reports from external consultants providing specialized laboratory services; and information from scientific equipment manufacturers.
Access: (i) methods, laboratory reports and certificates indexed on EDP database; and (ii) project reports filed numerically by project or electronically, external consultants' reports filed by date and equipment filed by subject and manufacturer.
Program Record Number: CBSA ENT 038

Temporary Accounts Receivables System (TARS)
Description: Information on the maintenance of the TARS system used by collections officers in the Canada Revenue Agency (CRA) for the collection of Canada Border Services Agency (CBSA) receivables. The information includes the TARS user guide and bulletins issued to collections officers concerning TARS problems and changes.
Topics: Systems maintenance instructions, systems problems and enhancements.
Access: Files are arranged by subject and date issued.
Program Record Number: CBSA TEC 005

Traveller Entry Processing System/ Postal Import Control System/ Primary Automated Lookout System/ Commercial Cash Entry Processing System/Tariff Publishing and History System (TEPS/PICS/PALS/CECPS/ TPHS)
Description: Documentation on the development, implementation and maintenance of computer systems pertaining to Commercial, Postal, Traveller, and Enforcement systems in the Customs and Trade Administration environment
Topics: Commercial and Travellers rates and declaration database, postal rates and declaration database, vehicle passage database; as well as data dictionary and schemas, procedural documents for problem reporting and resolution.
Program Record Number: CBSA ENT 040

Operations Branch

Headquarters

Operational Service – Service Delivery at Border Services Offices
Description: Information concerning levels of service at Border Services (where, when and how service is provided) and on opening/closing of offices, hours of service offered, designation of at airports and other points of entry.
Topics: General; policy, directory of Canada Border Services Offices (D1-1-1). Service Delivery Framework (operational procedures).
Access: Files are arranged by subject matter and by file name of Borders Services office.
Program Record Number: CBSA OPS 001

Operational Services – Special Service Charges
Description: Information on the application of service fees pursuant to section 167 of the Customs Act for ad-hoc customs service provided to a person in charge of imported goods or goods

destined for export outside authorized hours, at a location other than a customs office or which is outside the normal realm of a customs officer's duties.
Topics: General, policy/regulations (D1-2-1), public complaints, regulatory review process.
Access: Files are arranged by number and by subject.
Program Record Number: CBSA OPS 002

Regional Operations
Description: Information on the application of the programs, developed by the headquarters directorates, that pertain to the control of the international movement of people, goods and conveyances; the collection of revenue; entry examination and control; detection of smuggling; operation of warehouses; control of the operation of all modes of transport; and the primary inspection of services at all ports and outposts.
Topics: Transportation documents on all modes, their manifests, special conditions such as diversions, temporary entry, freight forwarding; cargo, carrier and warehouse control; seizure reports; powers of attorney; uncollectible – records of individuals, firms; Carrier Penalty Assessments; temporary entries; ships' registries; investigation case files; detention orders; cultural properties – export permits; and commodity code rulings complaints.
Access: Carriers are filed by mode of transport and alphabetically by company; warehouses are filed alphabetically by name and location; Customs Brokers are filed alphabetically by name and cross-referenced by an assigned control number.
Program Record Number: CBSA OPS 003

Strategy and Coordination Branch

Access to information and Privacy
Description: Information pertaining to requests made under the Access to Information Act and Privacy Act for access to records under the control of the department, as well as information concerning the administration of this legislation.
Topics: Access requests, privacy requests, complaints, Federal Court cases, consultations, policies and procedures, statistical information, reports, training.
Program Record Number: CBSA STR 009

Agency Transition
Description: Information on the approach adopted by Canada Border Services Agency to effect its transition, including legislative development. Information on working papers (agendas, minutes, progress reports, consultants' reports on specific aspects of transition) of ad-hoc Agency transition committees.
Topics: Stemming from the December 12, 2003 announcement regarding the creation of the CBSA.
Program Record Number: CBSA STR 001

Audit Directorate
Description: Information is maintained for the planning, conduct, reporting and presentation of internal audits. Methodologies for the development of the annual audit plan and individual audits are also developed and maintained in the Directorate.
Topics: Annual Audit Plan, completed audit reports and audit working papers. The Directorate also maintains materials required for the presentation of the annual audit plan and audit reports findings and recommendations to the CBSA Audit and Evaluation Committee.
Program Record Number: CBSA STR 010

Briefing and Parliamentary Affairs (BMP)
Description: Information on written and oral questions in Parliament and other information required b y Parliament, its committees, or other government institutions.
Topics: Order Paper questions and petitions; question period; government and private members; bills; motions for the production of papers; parliamentary committees; tabling of annual reports and returns.
Program Record Number: CBSA STR 002

Business Strategies and Concepts
Description: Business Strategies and Concepts Unit, Strategy and Coordination Branch, is responsible for CanSim (border simulation computer model); coordination of CBSA position/ portfolio input to PSEPC and providing CBSA input to new and emerging border initiatives at a multi-agency and bi-national level.
Topics: Recommendations for Senior Management on CBSA business and documents, including position papers, decks and aide-memoirs; Briefing material on interdepartmental meetings. Briefing material for Senior Management in preparation for pre-Cabinet or Parliamentary Committee meetings. Information on border processing practices such as processing times, examination rates, etc.
Program Record Number: CBSA STR 012

Cabinet Affairs
Description: Cabinet Affairs Unit, Strategy and Coordination Branch, is responsible for the overall coordination of the cabinet document process

on behalf of the Canada Border Services Agency (CBSA).
Topics: Memoranda to Cabinet written by the CBSA; Recommendations for Senior Management on Cabinet business and documents, including Memoranda to Cabinet, decks and aide-memoirs; Briefing material on interdepartmental meetings to discuss Cabinet documents. Briefing material for Senior Management in preparation for pre-Cabinet or Parliamentary Committee meetings.
Program Record Number: CBSA STR 011

Canada-United-States Relations
Description: The Canada-United-States Relations Unit, Strategy and Coordination Branch, manages the Canada Border Services Agency's (CBSA) overall bilateral border relations with the U.S., provides analysis and advice concerning our partnership and acts as the primary point of contact with U.S. officials. The vast majority of the products are coordinated, but not authored by the Canada-U.S. Relations unit.
Topics: Briefing material for senior management pertaining to the Shared Border Accord, Security and Prosperity Partnership and associated initiatives on Canada-U.S. relations, including: Briefing notes/books and presentations, Framework documents, position papers, recommendations, Memorandums and letters, Smart Border Action Plan update (every 3 months). Coordination/planning for meetings/conferences, such as: The tri-annual Shared Border Accord Coordinating Committee (SBACC) meetings, the ad-hoc Bi-National Consultative meetings.
Program Record Number: CBSA STR 013

Corporate Planning and Research
Description: Information on the Agency's corporate planning and reporting, and corporate research and statistics.
Topics: Strategic planning, Environmental Scan, Program Activity Architecture, Strategic Plan, Report on Plans and Priorities, Departmental Performance Report, performance measurement frameworks, Branch Operational Plans, Management Accountability Framework, Corporate Statistics, Socio-Economic Research, Senior Management Performance Management Templates, Management Resources and Results Structure (PPA).
Program Record Number: CBSA STR 003

Evaluation
Description: Manages evaluation activities in the CBSA, conducts evaluations and special studies, and provides advice and guidance on evaluation and results-based management and accountability frameworks to CBSA management.
Topics: CBSA Evaluation Plan, results-based management and accountability frameworks, evaluation strategies, evaluation study and special study reports.
Program Record Number: CBSA STR 004

International Representation
Description: Information on Agency activities with various international organizations.
Topics: Customs Cooperation Council (CCC); General Agreement on Tariffs and Trade (GATT); Customs Caribbean Law Enforcement Conference (CCLEC); and others.
Access: Filed by subject; organizations, by name; and trade negotiations, by country.
Program Record Number: CBSA STR 005

Privacy Impact Assessment (PIA) Related Records
Description: Records pertaining to Privacy Impact Assessment submissions.
Topics: Correspondence and documents relevant to PIA issues for the Agency.
Program Record Number: CBSA STR 006

Regulations and Remissions
Description: Information on the development and amendment of regulations under the Customs Act, the Excise Act, Excise Act 2001 and the Immigration and Refugee Protection Act, and recommendations on requests for remission of customs duties and other taxes.
Topics: Research, correspondence and recommendations on proposed regulations and remissions.
Access: Filed by subject.
Program Record Number: CBSA STR 008

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Attendance and Leave

Audits

Automated Document, Records, Information Management Systems

Budgets
Buildings
Buildings and Properties
Business Continuity Planning (BCP)
Classification of Positions
Discipline
Electronic Network Monitoring Logs
Employee Assistance
Employee Personnel Record
Employment and Staffing
Employment Equity Program
Equipment and Supplies
Executive Correspondence Management Systems
Finance
Furniture and Furnishings
Grievances
Harassment
Hospitality
Human Resources
Identification and Building-Pass Cards
Information Technology Services
Internal Disclosure of Wrong Doing in the Work Place
Lands
Occupational Health, Safety and Welfare
Occupational Safety and Health
Office Appliances
Official Languages
Parking
Pay and Benefits
Pensions and Insurance
Performance Reviews and Employee Appraisals
Personnel
Personnel Security Screening (Reliability Screening/Security Clearances)
Proactive Disclosure
Procurement
Recognition Policy
Relocation
Security video Surveillance & Temporary Visitor Access Control Logs & Building Passes
Staff Relations
Staffing
Training and Development
Travel
Utilities
Values and Ethics Code for the Public Service
Vehicle, Ship, Boat and Aircraft Accidents
Vehicles
Workplace Day Care

Particular Personal Information Banks

Admissibility Branch

Complaints
Description: The bank consists of investigation reports and replies to complaints from individuals who have experienced difficulties at customs. Information may also be retained in Customs Officer's notebooks – Customs form # CE1.
Class of Individuals: Members of the general public.
Purpose: The purpose of this bank is to maintain a record of complaints related to personnel and procedures.
Consistent Uses: To provide ongoing statistical reports to senior management and regional management on the number and types of complaints by mode and location.
Retention and Disposal Standards: Files are retained for five years and destroyed.
RDA Number: 2000/033
Related PR#: CBSA OPS 003
TBS Registration: 000005
Bank Number: CBSA PPU 003

Confirmation and Tracking System (CATS)
Description: This bank contains information resulting from inquiries regarding an immigration warrant, an individual's status, a criminal record, a document confirmation, a photo request, a fingerprint request or other related matters. Immigration CATS entries may contain the following information: Information on the caller: surname, given name, phone number, badge number, agency name, city and caller type. It may also contain information on an individual: FOSS ID number, CRS ID number, citizenship certificate number, gender, surname, given name, country of birth, date of birth, call reason, warrant, non warrant and remarks field.
Class of Individuals: Individuals who have called for one of the reasons stated above, Permanent or

Temporary Residents, and Convention Refugees.
Purpose: The CATS database is used to record all incoming calls in order to follow-up on cases that require evaluation, auditing, training purposes, and for further investigation. The database captures information on the call as well as information on an individual.
Consistent Uses: The database is used for internal statistical purposes.
Retention and Disposal Standards: The information in this bank is retained for ten years after the last administrative use and then destroyed.
RDA Number: 00/033
Related PR#: CBSA ENT 003
TBS Registration: 005315
Bank Number: CBSA PPU 004

Recourse Directorate (Adjudications Program) Records
Description: The bank contains records of appealed enforcement actions, which includes personal information, as well as details pertaining to the enforcement action.
Class of Individuals: Travellers, importers, exporters and transportation companies, brokers, and warehouse operators.
Purpose: The principal purpose of the record is to assist Adjudicators and Officers of the Recourse Directorate in determining whether there is a contravention under the law and if the monetary terms should be mitigated or cancelled, or goods forfeited or returned. The records are also used for reporting purposes.
Consistent Uses: None.
Retention and Disposal Standards: Automated and paper records, including reports, are retained for six (6) years after the file is closed.
RDA Number: Presently under review.
Related PR#: CBSA ENT 018
TBS Registration: 000011
Bank Number: CBSA PPU 005

Customs Brokers – Professional and Qualified Status
Description: A database is maintained on the computers in the Broker Licensing and Account Security Section.
Class of Individuals: The database lists individual candidates who have successfully completed the "Qualifying" or "Professional" customs brokers' examination.
Purpose: The purpose of this bank is to maintain a record of all persons who have successfully completed one or both of the customs brokers' examinations and to record the customs brokerage firm under whose license authority they transact business. As some individuals may lose their status by being absent from the brokerage industry for a period of time in excess of one year, the database allows the determination of candidates who have "lost" their status and would be required to re-qualify in order to assume certain positions with licensed customs Brokerage firms. Individuals who have been appointed to "qualified positions" with licensed Brokerage firms would also be recorded on the individual's brokerage firm's files. It should be noted that the Qualified Person requirements is no longer in effect and that no further records will be maintained for the Qualified Person. The Qualified Officer requirement remains and records will continue to be maintained for these individuals. The information on the database is mostly available on brokers' files (7637-2/Name of Broker)
Consistent Uses: None
Retention and Disposal Standards: Files are retained for seven years, and then destroyed.
RDA Number: 2000/033
Related PR#: CBSA ENT 021
TBS Registration: 000009
Bank Number: CBSA PPU 006

Duty Free Shop Applicants (Land Border)
Description: This bank contains application packages submitted to the Agency from individuals interested in operating a duty free shop at the land border and the Agency's evaluation as to their suitability.
Class of Individuals: Residents of Canada who are Canadian citizens or permanent residents and who are from the small or medium business sector.
Purpose: The purpose of this bank is to maintain application packages and related assessments.
Consistent Uses: None.
Retention and Disposal Standards: Files of unsuccessful applicants are retained for a period of two years, and then destroyed, and files of successful applicants (operators) are retained for a period of ten years, and then destroyed.
RDA Number: 2000/033
Related PR#: CBSA ENT 023
TBS Registration: 000012
Bank Number: CBSA PPU 007

Advance Passenger Information/Passenger Name Record Program (API/PNR)
Description: Under Canadian law, commercial carriers are required to provide the Canada Border Services Agency (CBSA) with information on persons aboard their conveyance who are destined to Canada. The CBSA refers to this information as

Advance Passenger Information/Passenger Name Record Data. API data includes the traveller's name, date of birth, citizenship or nationality and passport or other travel document data. PNR data includes their travel itinerary, address and check-in information. The CBSA's authority to obtain and collect such information is section 107.1 of the Customs Act, and the Passenger Information (Customs) regulations and paragraph 148(1)(d) of the Immigration and Refugee Protection Act, regulation 269 of the Immigration and Refugee Protection Regulations and the Protection of Passenger Information Regulations of the Immigration and Refugee Protection Act. The API/PNR data is contained within the CBSA's Passenger Information System (PAXIS).
Class of Individuals: All travellers on commercial conveyances prior to their arrival in Canada.
Purpose: The API/PNR program is designed to protect Canadians by enabling the CBSA to perform a risk assessment of travellers prior to their arrival in Canada. API/PNR data is used by the CBSA to identify persons who may be subject to closer questioning or examination on arrival in Canada because of their potential relationship to terrorism or terrorism-related crimes, or other serious crimes such as the smuggling of drugs and humans
Consistent Uses: The CBSA may disclose, allow access to, or use data elements only when authorized to do so by law under section 107 of the Customs Act, the Protection of Passenger Information Regulations of the Immigration and Refugee Protection Act, subsection 8(2) of the Privacy Act and to the extent permitted by CBSA policy and guidelines. The CBSA implemented procedures that limit access to the API/PNR data only to CBSA officials performing analysis and targeting functions. The use of, and access to, PNR data elements changes over three distinct timeframes. During each timeframe, the number of CBSA officials authorized to access the PNR data elements and the data elements that are viewable become progressively more restrictive. Canada and the U.S. have an agreement to share passenger data under the terms of initiative No. 8 of the Canada-U.S. Smart Border Declaration and associated 32-point Action Plan. Under this agreement, the passenger data provided will not be shared with any third parties
Retention and Disposal Standards: The CBSA retains the data in PXIS for the minimum period necessary for customs and immigration purposes – 3.5 years. Where the API and PNR data relates to a person who is the subject of an investigation in Canada, the API/PNR data may be transferred to an enforcement system of the CBSA and be retained in that system for a period of no more than 6 years. To ensure transparency in the administration of the API/PNR program, any traveller to Canada can request access to his or her own API/PNR information as it was provided to the CBSA by airlines under the requirements of Canada's API/PNR program. Travellers can also request that a notation be made in the CBSA's record in respect of any errors in the API/PNR information. Disclosure of the API/PNR data under this administrative access program is subject to provisions of Canadian law.
RDA Number: 90/002
Related PR#: CBSA ENF 001, 008 & 009; CBSA ENT 003
TBS Registration: 005388
Bank Number: CBSA PPU 008

Pre-examination of Travellers – Alternative Reporting Programs for Travellers – CANPASS
Description: Records in this bank contain such data as name, address, date of birth, place of birth, client identification number, reason for referral, correspondence to client concerning their application and status of application.
Class of Individuals: Low-risk, pre-approved travellers.
Purpose: CANPASS programs are run by the CBSA and are meant to facilitate the entry of prior-assessed low-risk frequent border crossers.
Consistent Uses: Information is used internally with respect to the administration and enforcement of immigration legislation, and may be used internally for research, planning, evaluation and statistical analysis.
Retention and Disposal Standards: The files are retained for two years after the last administrative action and then destroyed.
RDA Number: 00/033
Related PR#: CBSA ENT 007
TBS Registration: 005202
Bank Number: CBSA PPU 002

Pre-examination of Travellers – Alternative Reporting Programs for Travellers – NEXUS
Description: Travellers wishing to participate in a pre-approval application process to determine eligibility for expedited Customs and immigration clearance programs, i.e. dedicated lanes, will apply on an application form and provide some or all of the following types of information, as required by each program: 1) Name; 2) Date and Place of Birth; 3) Address Information; 4) Telephone

Numbers; 5) Criminal Record; 6) Parental or Legal Guardian Consent for Minors; 7) Proof of Citizenship; 8) Employment History; 9) Biometric Data; 10) Purpose of Travel; and 11) Credit Card Number.
Class of Individuals: Canadian and United States citizens including permanent residents and resident aliens who have continuously resided for a period of three years in either Canada or the United States, or a combination or those countries, immediately before the date of application as well as Canadian and American citizens posted to diplomatic missions and consular posts abroad
Purpose: To determine if an applicant can be approved to participate in an expedited customs and immigration clearance program. Approval and rejection are based on criteria developed by participating agencies for each program. The primary agencies involved in expedited clearance programs are the Canada Border Services Agency; and United States Customs and Border Protection
Consistent Uses: Information provided may be shared with the participating agencies and with other government law enforcement agencies to determine eligibility. Applicants are rejected or approved by each agency based on information provided by the applicant and also according to each agency's individual criteria.
Retention and Disposal Standards: Files are retained for a minimum of two years, for as long as memberships are active, and for longer periods, as required to satisfy each program's administration requirements and then are destroyed.
RDA Number: 2000/033
Related PR#: CBSA ENT 003
TBS Registration: 002788
Bank Number: CBSA PPU 009

Travellers Entry Processing System (TEPS)/ Travellers National Database System (TRANDS)
Description: This bank consists of information captured from travellers B15 – Casual Goods Accounting Document and K21 General Receipt. TEPS captures the information at the time of importation and TRANDS retrieves the information for management reporting purposes. The information consists of the traveller's name, address, commodity information and duty/tax summary.
Class of Individuals: Members of the general public.
Purpose: TEPS – Assists the Customs Inspector in the assessment and collection of duties, taxes and other relevant data on travellers' importations. TRANDS – Provides B15 data for Agency queries.
Consistent Uses: The information is used primarily to provide the Agency, other government departments and outside agencies with financial and statistical data pertaining to travellers' importations.
Retention and Disposal Standards: Records will be maintained for a minimum of three years plus current fiscal year and will then be destroyed.
RDA Number: 2000/033
Related PR#: CBSA ENT 040
TBS Registration: 003778
Bank Number: CBSA PPU 010

Comptrollership Branch

Security Investigations
Description: Contains investigative reports and correspondence with respect to security incidents and allegations and threats against employees.
Class of Individuals: Current or former employees and clients.
Purpose: The information is compiled to carry out necessary investigations and may be shared with other investigative agencies and/or police departments.
Consistent Uses: Used to inform the President of security incidents, allegations and threats against employees.
Retention and Disposal Standards: Records are retained for five years and then destroyed.
RDA Number: 98/001
Related PR#: CBSA COM 008
TBS Registration: 002771
Bank Number: CBSA PPU 039

Service Contracts
Description: This bank contains the contract information for professional services entered into by the Canada Border Services Agency offices nationally.
Class of Individuals: Individuals who bid on, or are awarded, professional service contracts with the CBSA.
Purpose: The purpose of this bank is to maintain a record of the terms and conditions of professional service contracts along with the fees and payment schedule for procurement reporting and audit purposes.
Consistent Uses: Access to these records will be provided to the parties concerned upon adequate proof of identification and/or authority.
Retention and Disposal Standards: Records in this bank are maintained for three years after all actions are completed and then destroyed.
RDA Number: 99/003
Related PR#: CBSA COM 001

TBS Registration: 003541
Bank Number: CBSA PPU 040

Unpaid Accounts
Description: This bank contains records of those importers who have unpaid accounts. When an importer fails to account for customs duties payable on imported goods within a specified time limit, his name is circulated to ports of entry within that region and to other regions across Canada, depending on the circumstances.
Class of Individuals: Members of the importing public.
Purpose: The purpose of this bank is to maintain records of those importers who have unpaid accounts. The list of names is used to alert customs officials to detain the goods of those importers whose names appear thereon.
Consistent Uses: None.
Retention and Disposal Standards: Names are retained in this bank indeterminately.
RDA Number: 2000/033
Related PR#: CBSA COM 003
TBS Registration: 000010
Bank Number: CBSA PPU 037

Enforcement Branch

Customs Enforcement

Advance Passenger Information/Passenger Name Record Program (API/PNR)
Description: Under Canadian law, commercial carriers are required to provide the Canada Border Services Agency (CBSA) with information on persons aboard their conveyance who are destined to Canada. The CBSA refers to this information as Advance Passenger Information/Passenger Name Record Data. API data includes the traveller's name, date of birth, citizenship or nationality and passport or other travel document data. PNR data includes their travel itinerary, address and check-in information. The CBSA's authority to obtain and collect such information is section 107.1 of the Customs Act, and the Passenger Information (Customs) regulations and paragraph 148(1)(d) of the Immigration and Refugee Protection Act, regulation 269 of the Immigration and Refugee Protection Regulations and the Protection of passenger Information Regulations of the Immigration and Refugee protection Act. The API/PNR data is contained within the CBSA's Passenger Information System (PAXIS).
Class of Individuals: All travellers on commercial conveyances prior to their arrival in Canada.
Purpose: The API/PNR program is designed to protect Canadians by enabling the CBSA to perform a risk assessment of travellers prior to their arrival in Canada. API/PNR data is used by the CBSA to identify persons who may be subject to closer questioning or examination on arrival in Canada because of their potential relationship to terrorism or terrorism-related crimes, or other serious crimes such as the smuggling of drugs and humans.
Consistent Uses: The CBSA may disclose, allow access to, or use data elements only when authorized to do so by law under section 107 of the Customs Act, the Protection of Passenger Information Regulations of the Immigration and Refugee protection Act, subsection 8(2) of the Privacy Act, and to the extent permitted by CBSA policy and guidelines. The CBSA implemented procedures that limit access to the API/PNR data only to CBSA officials performing analysis and targeting functions. The use of and access to PNR data elements changes over three distinct timeframes. During each timeframe, the number of CBSA officials authorized to access the PNR data elements and the data elements that are viewable become progressively more restrictive. Canada and the U.S. have an agreement to share passenger data under the terms of initiative No.8 of the Canada-U.S. Smart Border Declaration and associated 32-point Action Plan. Under this agreement, the passenger data provided will not be shared with any third parties.
Retention and Disposal Standards: The CBSA retains the data in PAXIS for the minimum period necessary for customs and immigration purposes – 3.5 years. Where the API and PNR data relates to a person who is the subject of an investigation in Canada, the API/PNR data may be transferred to an enforcement system of the CBSA and be retained in that system for a period of no more than 6 years. To ensure transparency in the administration of the API/PNR program, any traveller to Canada can request access to his or her own API/PNR information as it was provided to the CBSA by airlines under the requirements of Canada's API/PNR program. Travellers can also request that a notation be made in the CBSA's record in respect of any errors in the API/PNR information. Disclosure of the API/PNR data under this administrative access program is subject to provisions of Canadian law.
RDA Number: 90/002
Related PR#: CBSA ENF 001, 008 & 009; ENT 003
TBS Registration: 005388
Bank Number: CBSA PPU 008

Assault Cases
Description: The bank consists of investigation reports and related correspondence as it relates to persons suspected of having committed an assault against border services officers. Information may also be retained in Customs Officer's notebooks – Customs form # CE1.
Class of Individuals: Members of the public.
Purpose: The purpose is to determine whether prosecution of the suspected individual is warranted.
Consistent Uses: The information is used to provide ongoing statistical reports to senior management and regional management on the number and type of assault cases.
Retention and Disposal Standards: Records are maintained for five years and destroyed.
RDA Number: 2000/033
Related PR#: CBSA ENF 005
TBS Registration: 000006
Bank Number: CBSA PPU 012

Customs Seizure Records
Description: The bank contains seizure records, personal information about individuals who are suspected or known to be violators of the laws enforced in whole or in part by Agency officials. The bank also contains information on corporations companies and organizations that are known to have, or are suspected to have been involved in offences. Information may also be retained in Customs Officer's notebooks – Customs form #CE1.
Class of Individuals: Members of the general public.
Purpose: This information is used by the Agency, as well as by domestic and foreign law enforcement and investigative agencies, in the administration or enforcement of the laws especially as it concerns the laws relating to the importation and exportation of goods.
Consistent Uses: In detention, prevention, or suppression of criminal activity and statistical purposes.
Retention and Disposal Standards: Records will be maintained for a minimum of ten years and will then be destroyed.
RDA Number: 2000/033
Related PR#: CBSA OPS 003
TBS Registration: 000007
Bank Number: CBSA PPU 015

Immigration Enforcement

Fugitive Information Bank
Description: The contents include photos, fingerprints and narrative descriptions of individuals of interest to the War Crimes Unit.
Class of Individuals: Persons of interest to the War Crimes Unit and/or subject to immigration warrants.
Purpose: To assist colleagues within the Department, police forces, and other enforcement partners with the identification.
Consistent Uses: Information is shared with the Royal Canadian Mounted Police (RCMP), Canadian Security Intelligence Service (CSIS), and the U.S.A. Department of Homeland Security.
Retention and Disposal Standards: Records are retained for execution of warrant or person(s) of interest, and subject to the Immigration and Refugee Protection Act and then destroyed.
RDA Number: 90/002
Related PR#: CBSA ENF 008
TBS Registration: 005200
Bank Number: CBSA PPU 020

Immigration Detainees Management System (IDMS)
Description: This MS Access file contains information on individuals held in detention centers in Québec by CBSA. The file makes it possible to manage their detentions by producing reports on detainees (including children) being held in the Prevention Centre and in other detention facilities in Québec. It also makes it possible to track the movements of detainees. The file contains the following information: family name, first name, date of birth, date of arrival and time of arrival reported at the Centre, sex, country of birth, office, number of dependants (spouse and children), type of detainee (criminal, refugee protection claimant or other), height, weight, colour of eyes, colour of hair, remarks (e.g., tattoo), reason for detention, notification to Youth Protection Directorate (YPD) cases (for children), on complaints made by the detainee, and the list of places visited by the detainees during the detention (bank, hospital, etc.). Individuals who wish to consult this information must provide their family name, first name, date of birth and preferably their FOSS identification number.
Class of Individuals: Individuals who are detained for immigration related processes.
Purpose: The main function of this file is to provide follow-up on the activities of individuals being held in the Immigration Prevention Centre in all centers in Québec Region. Employees performing duties associated with detention management enter information gathered on detainees into a database.
Consistent Uses: None.

Retention and Disposal Standards: The data in this file is retained for a period of five years and then destroyed.
RDA Number: 90/002
Related PR#: CBSA ENF 008
TBS Registration: 005194
Bank Number: CBSA PPU 021

Immigration Intelligence

Enforcement Information Index System (EIIS)
Description: This bank contains summary information gathered by Canadian or foreign law enforcement agencies or investigative bodies on persons whose entry and re-entry to Canada would be dangerous to Canadian security.
Class of Individuals: Persons seeking admission to Canada, and some permanent residents of Canada.
Purpose: This bank is used for identifying the above individuals and subjecting them to a more detailed immigration examination. Information is used to enforce the Immigration and Refugee Protection Act and may be used for internal audit purposes.
Consistent Uses: Information may be shared with Foreign Affairs and International Trade Canada (DFAIT), the Immigration and Refugee Board of Canada (IRB), the Royal Canadian Mounted Police (RCMP), the Canadian Security Intelligence Service (CSIS) and the Department of Finance to facilitate the examination and to conduct criminal and security investigations related to immigration/citizenship legislation. It may be shared with foreign governments pursuant to an agreement or arrangement in order to conduct a lawful investigation or administer or enforce any law. It may be provided to private sector research firms for the purposes of planning, statistics, research and evaluation.
Retention and Disposal Standards: Automated information is retained for 50 years. Band microfilmed information is retained for 15 years and then destroyed.
RDA Number: 88/012
Related PR#: CBSA ENF 008
TBS Registration: 002370
Bank Number: CBSA PPU 025

Immigration Mail and Courier Tracking System (IMPACT)
Description: The database contains information related to documents and things seized under the authority of the Immigration and Refugee Protection Act. Information on known senders, shippers and receivers of the packages, of handling and seizure information and of the contents of packages and their disposal is all recorded and tracked.
Class of Individuals: Any person listed as a sender or receiver of a package that is detained by CBSA under the Customs Act and referred for a decision regarding seizure or release under the Immigration and Refugee Protection Act.
Purpose: To track information related to the process in terms of discerning patterns of activity and to respond to client requests for information on the results of processes.
Consistent Uses: Information is shared with the Canada Revenue Agency (CRA) in terms of the results of their examination processes and with the Royal Canadian Mounted Police (RCMP) in terms of possible prosecution under the Immigration and Refugee Protection Act.
Retention and Disposal Standards: Materials seized are held for a period of five years from the last administrative update.
RDA Number: 98/001
Related PR#: CBSA ENF 008
TBS Registration: 005197
Bank Number: CBSA PPU 022

Immigration Warrant File
Description: Immigration warrant files may contain the following information regarding an individual: Family name, given name, aliases, nicknames, maiden name, date of birth, country and place of birth, country of last permanent residence, sex, marital status, photos, fingerprints, height, weight, eye colour, hair colour, race, appearance, marks, scars, tattoos, amputations, deformities, passport number, copy of passport, address, phone number, caution flags, employer, occupation, name and address of next of kin, date of arrest, port and date of entry, NCIC/CPIC printout and FOSS printout.
Class of Individuals: The information pertains to permanent and temporary residents, and failed convention refugees wanted on outstanding immigration warrants.
Purpose: The purpose of this bank is to aid CBSA in the apprehension of individuals with outstanding immigration warrants.
Consistent Uses: Information may be shared with all agencies that have access to the Canadian Police Information Centre (CPIC). This includes institutions, United States authorities and Interpol. Personal information relating to warrants and arrests for examination, admissibility hearings, removal from Canada or a proceeding that could lead to the making of a removal order by an immigration officer, and removal orders (departure

orders, deportation orders and exclusion orders) issued by CBSA officers, and their execution, may be disclosed by media relations officers when they determine that the disclosure is necessary for the administration and enforcement of the Immigration and Refugee Protection Act and the detection, suppression and prevention of immigration offences.
Retention and Disposal Standards: Retained indefinitely, or until the warrant is executed, cancelled or removed from CPIC. Once executed, cancelled or removed from CPIC entire contents of warrant files are relayed to the Immigrant Case File–CIC PPU 042 and disposed of according to the standards of that bank.
RDA Number: 88/012
Related PR#: CBSA ENF 008
TBS Registration: 005314
Bank Number: CBSA PPU 026

Integrated Customs Enforcement System (I.C.E.S.)
Description: The bank consists of information on past and potential customs violators. It allows border services officers at all ports to query against a database of selected cases. The database contains subject information (Name, DOB, Address, Identification) on individuals and businesses. Commodity information, penalty information and conveyance information. This information is provided by the subject through questioning, identification, receipts and invoices. Information may also be retained in Customs Officer's notebooks – Customs form # CE1.
Class of Individuals: Members of the general public.
Purpose: The purpose is to assist border services officers in establishing the risk factor, assessing rates of duties. The information is used by the Agency for the enforcement of the Customs Act.
Consistent Uses: The information is used to identify individuals who have committed/or are suspected of infractions against the Customs Act, Excise Act, the Export Permits Control Act and Agriculture Canada.
Retention and Disposal Standards: Records will be retained for a minimum of six (6) years from the date of the offence and will then be destroyed.
RDA Number: 2000/033
Related PR#: CBSA ENF 009
TBS Registration: 004136
Bank Number: CBSA PPU 016

Mail Seizure Database
Description: This database contains electronic records of all mail seizures executed by Intelligence Unit personnel in the BC/Yukon Region. Data includes individual's name, address, status in Canada, client identification number of both the addressee and sender; date item detained by the CBSA; date examined or seized by Immigration; disposition of seizure; seizure type (partial or full seizure); seizure documents (document holder name, nationality of document, document type); comments, and mail carrier information (carrier name, shipping & control number).
Class of Individuals: The bank contains information on individuals whose mail has been seized by CBSA.
Purpose: The purpose of the database is to provide a detailed record of every mail seizure in the BC/Yukon Region in order to support the intelligence function.
Consistent Uses: Information may be considered in relation to immigration applications processed by Citizenship and Immigration personnel and for intelligence reports regarding the movement of documentation into Canada. Information may be shared with the Royal Canadian Mounted Police (RCMP) for the purpose of investigations related to immigration legislation.
Retention and Disposal Standards: Paper records are retained for two years after the last administrative action. In some cases that involve complex issues/proceedings, they are kept for 10 years. As for automated records, they are retained for policy analysis purposes to monitor effectiveness of the program and are kept for 10 years and then destroyed.
RDA Number: 88/012
Related PR#: CBSA ENF 008
TBS Registration: 005204
Bank Number: CBSA PPU 023

Modern War Crimes System-Classified (MWCS-C)
Description: This bank contains information on persons, places, events and organizations suspected to be involved in war crimes and/or crimes against humanity. The bank may include information gathered by Canadian or foreign investigative bodies and law enforcement agencies.
Class of Individuals: Persons seeking admission to Canada, as well as those already in Canada as visitors, permanent residents of Canada, Citizens and Temporary Resident permit holders who are known to engage or are suspected of engaging in war crimes and/or crimes against humanity.
Purpose: Information contained in this bank may be used in the administration and enforcement of citizenship and immigration legislation.

Consistent Uses: The information may be disclosed to the Canadian Security Intelligence Service (CSIS) and the Royal Canadian Mounted Police (RCMP) for the purpose of conducting investigations related to immigration and citizenship legislation. It may also be disclosed to provincial authorities for assessment under the terms of an agreement or arrangement. Uses also include the sharing of information with Solicitor General Canada, CSIS, FINTRAC, the Department of Justice and the RCMP where these uses are pursuant to the law. Information may also be disclosed to various foreign governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration and citizenship legislation. Other uses may include the sharing of information with the Immigration and Refugee Board of Canada, Foreign Affairs and International Trade Canada (DFAIT) as well as with provincial or municipal government departments under the terms of an agreement and for research purposes. It may also be shared with foreign governments under the terms of an agreement or arrangement in order to conduct a lawful investigation or administer or enforce any law. Information obtained from DFAIT, Health Canada, the Immigration and Refugee Board of Canada (that are contained in IRB PPU 105 – Immigration Appeal Board Records, IRB PPU 110 – Immigration Appeal Division Records, IRB PPU 115 – Convention Refugee Division Records, and IRB PPU 145 – Research Director, Claim Specific Information), CSIS, the RCMP and some provincial government departments may be matched for the purpose of administering or enforcing the immigration and citizenship legislation.

Retention and Disposal Standards: Information regarding person's known to have engaged or are suspected of engaging in activities contrary to the immigration and the citizenship legislation is retained for up to 50 years. Upon expiry of the retention period, the National Archives of Canada will preserve some of the records for archival purposes the rest will be destroyed.

RDA Number: 88/012

Related PR#: CBSA ENF 008

TBS Registration: 005208

Bank Number: CBSA PPU 028

Modern War Crimes System-Open (MWCS-O)

Description: This bank contains information on persons, places, events and organizations as they relate to modern war crimes and crimes against humanity. The bank may include information gathered by Canadian or foreign investigative bodies and law enforcement agencies.

Class of Individuals: Persons seeking admission to Canada, as well as those already in Canada as visitors, permanent residents of Canada, Citizens and Temporary Resident permit holders who are known to engage or are suspected of engaging in activities contrary to the Immigration and Refugee Protection Act.

Purpose: Information may be used to refuse admission to Canada.

Consistent Uses: The information may be disclosed to the Canadian Security Intelligence Service (CSIS) and the Royal Canadian Mounted Police (RCMP) for the purpose of conducting investigations related to Immigration legislation. It may also be disclosed to provincial authorities for assessment under the terms of an agreement or arrangement. Uses also include the sharing of information with Solicitor General Canada, CSIS, the Department of Justice and the RCMP where these uses are pursuant to the law. Information may also be disclosed to various foreign governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration legislation. Other uses may include the sharing of information with the Immigration and Refugee Board of Canada, (IRB) Foreign Affairs International Trade Canada (DFAIT) as well as with provincial or municipal government departments under the terms of an agreement and for research purposes. It may also be shared with foreign governments' authorities under the terms of an agreement or arrangement in order to conduct a lawful investigation or administer or enforce any law. Information obtained from DFAIT, Health Canada, the IRB (that are contained in IRB PPU 105–Immigration Appeal Board Records, IRB PPU 110–Immigration Appeal Division Records, IRB PPU 115–Convention Refugee Determination Division Records, and IRB PPU 145–Research Directives, Claim Specific Information), CSIS, the RCMP and some provincial government departments may be shared for the purpose of administering or enforcing immigration legislation and to administer and conduct the appeals process under the Immigration and Refugee Protection Act.

Retention and Disposal Standards: Information regarding persons known to have committed war crimes or crimes against humanity is retained for 50 years. Upon expiry of the retention period, some of the records will be preserved by the

National Archives of Canada for archival purposes and the rest will be destroyed.
RDA Number: 88/012
Related PR#: CBSA ENF 008
TBS Registration: 005207
Bank Number: CBSA PPU 029

Organized Crime Data Bank (OCSS)
Description: This bank may include information gathered by Canadian or foreign investigative bodies or law enforcement agencies on persons who are associated with criminal organizations or whose admission or presence in Canada may be dangerous to Canadian security.
Class of Individuals: Persons seeking admission to Canada, as well as those already in Canada as visitors, permanent residents of Canada and Temporary Resident permit holders who are known to engage or are suspected of engaging in activities contrary to the Immigration and Refugee Protection Act.
Purpose: Information contained in this bank may be used in the administration and enforcement of citizenship and immigration legislation.
Consistent Uses: The information may be disclosed to the Canadian Security Intelligence Service (CSIS), the Royal Canadian Mounted Police (RCMP) and the Department of Finance for the purpose of conducting investigations related to the Immigration and Refugee Protection Act. It may also be disclosed to provincial authorities for assessment under the terms of an agreement or arrangement. Uses also include the sharing of information with Solicitor General Canada, CSIS, the Department of Justice, the Department of Finance and the RCMP where these uses are pursuant to the law. Information may also be disclosed to various foreign governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration legislation. Other uses may include the sharing of information with the Immigration and Refugee Board of Canada, Foreign Affairs and International Trade Canada as well as with provincial or municipal government departments under the terms of an agreement and for research purposes. It may also be shared with foreign government authorities under the terms of an agreement or arrangement in order to conduct a lawful investigation or administer or enforce any law. Information obtained from Foreign Affairs and International Trade Canada, Health Canada, the CCRA, the Immigration and Refugee Board of Canada (that contained in IRB PPU 105–Immigration Appeal Board Records, IRB PPU 110–Immigration Appeal Division Records, IRB PPU 115–Convention Refugee Determination Division Records and IRB PPU 145–Research Directives, Claim Specific Information), CSIS, the RCMP and some provincial government departments may be shared for the purpose of administering or enforcing the immigration legislation and to administer and conduct the appeals process under the Immigration and Refugee Protection Act.
Retention and Disposal Standards: Information on controversial cases, such as those involving organized crime is retained 10 years after the last administrative action. Upon expiry of the retention period, some of these records will be preserved by the National Archives of Canada for archival purposes and the rest will be destroyed.
RDA Number: 88/012
Related PR#: CBSA ENF 008
TBS Registration: 005209
Bank Number: CBSA PPU 030

Policy and Program Development Enforcement Data System
Description: This bank contains information from the enforcement records of persons who have come under examination at a port of entry or investigation at an inland Canada Immigration Centre. This bank is a subsystem (batch system) of the Field Operational Support System (FOSS). The bank includes a report from an immigration officer and a record of the inquiry, appeal and removal process. Records may include name, address, birth date, country of birth, enforcement action undertaken (i.e. a report, arrest, inquiry or removal under the Immigration and Refugee Protection Act), and the date and place of each event in the process. The deportation order is available on persons subject to the removal process from January 1, 1973. The bank includes the electronic collection and use of fingerprints, digital photographs and personal histories of refugee and immigrant applicants to Canada. Some of the information may be duplicated in the Immigrant Case File–CBSA PPU 042 and the Permanent Resident Data System–CBSA PPU 053. Persons seeking access to this information should supply their name, date of birth, approximate date of entry to Canada and port of entry.
Class of Individuals: Persons who have been subject to the enforcement provisions of the Immigration and Refugee Protection Act of Canada.
Purpose: The purpose of this bank is to help determine the admissibility of persons to Canada

or the right of persons to remain in Canada, and to produce statistical reports in support of the enforcement function.
Consistent Uses: Information is also used by the Department of Human Resources Development Canada (HRDC) and by the Immigration Appeal Division of the Immigration and Refugee Board of Canada (IRB). Other uses may include sharing information with Canadian Security Intelligence Service (CSIS), the Department of Justice, Solicitor General Canada and other divisions of the IRB. Information may be shared between the IRB's Immigration Appeal Division–IRB PPU 110 and Adjudication Division–IRB PPU 140. Information may be shared with the Royal Canadian Mounted Police (RCMP) and the CSIS for the purpose of conducting security reviews or investigations related to immigration legislation. The bank electronically discloses fingerprints and personal histories to the RCMP for data matching and security checks with foreign government law authorities. The information is used to aid the officers at the Primary Inspection Line (PIL) in referring persons to secondary, for further examination as well as for the purpose of determining eligibility for the Alternate Inspection Systems (AIS). It is also shared with foreign governments under the terms of agreements/ arrangements and the purpose of lawful investigations or the enforcement of any law.
Retention and Disposal Standards: Paper records are normally retained ten years after the last administrative action and then destroyed.
RDA Number: 90/002
Related PR#: CBSA ENF 008
TBS Registration: 005218
Bank Number: CBSA PPU 032

Pre-examination of Travellers – Alternative Reporting Programs for Travellers
Description: Travellers wishing to participate in a pre-approval application process to determine eligibility for expedited Customs and immigration clearance programs, i.e. dedicated lanes, will apply on an application form and provide some or all of the following types of information, as required by each program: 1) Name; 2) Date and Place of Birth; 3) Address Information; 4) Telephone and Facsimile Numbers; 5) Type, Make, Model and License Information for Conveyance; 6) Criminal Record; 7) Violation of Customs and/or Immigration Laws; 8) Family Members; 9) Parental or Legal Guardian Consent for Minors; 10) Proof of Citizenship; 11) Employment History; 12) Biometric Data; 13) Purpose of Travel; and 14) Credit Card Number.
Class of Individuals: Canadian and United States permanent residents and citizens who travel across the border frequently, and citizens of other countries as allowed by each program.
Purpose: To determine if an applicant can be approved to participate in an expedited Customs and Immigration Clearance Program. Approval and rejection are based on criteria developed by participating agencies for each program. The four primary agencies involved in expedited clearance programs are the CBSA; Citizenship and Immigration Canada; United States Customs Service; United States Immigration and Naturalization Service.
Consistent Uses: Information provided may be shared among all four participating agencies and with other government law enforcement agencies to determine eligibility. Applicants are rejected or approved by each agency based on information provided by the applicant and also according to each agency's individual criteria.
Retention and Disposal Standards: Files are retained for a minimum of two years, for as long as memberships are active, and for longer periods, as required to satisfy each program's administration requirements. The records are then destroyed.
RDA Number: 2000/033
Related PR#: CBSA ENF 001
TBS Registration: 002788
Bank Number: CBSA PPU 031

Primary Automated Lookout System-Airport Traveller Declaration Cards
Description: Consists of records of all written declarations filed on arrival in Canada by Canadian citizens and permanent residents registered in alternative reporting programs for Travellers.
Class of Individuals: Canadian citizens and permanent residents.
Purpose: To facilitate the primary Customs and Immigration clearance process for travellers. The information may also be used by the Canada Revenue Agency and by other government departments, as well as by investigative agencies for the administration of enforcement of Acts of Parliament.
Consistent Uses: The information is used primarily to report and pay federal and provincial duty and tax revenue collected through the various alternative reporting programs for Travellers, and also for statistical purposes. Information may be shared with other government departments for the

purpose of administration and enforcement of Acts of Parliament.
Retention and Disposal Standards: Files are retained for a minimum two years from date of last administrative action.
RDA Number: 2000/033
TBS Registration: 002271
Related PR#: CBSA ENT 007
Bank Number: CBSA PPU 018

Secure Tracking System
Description: This bank contains information gathered by Canadian or foreign investigative bodies or law enforcement agencies on persons who are involved in and/or associated with any organization involved in war crimes, crimes against humanity and/or terrorist activities, or persons associated with criminal organizations, and whose admission or presence in Canada may be contrary to immigration or citizenship legislation.
Class of Individuals: Persons seeking admission to Canada, as well as those already in Canada as visitors, permanent residents of Canada and Temporary Resident Permit holders and naturalized citizens who are known to engage or are suspected of engaging in activities contrary to the immigration/citizenship legislation.
Purpose: Information contained in this bank may be used in the administration and enforcement of citizenship and immigration legislation.
Consistent Uses: The information may be disclosed to the Canadian Security Intelligence Service (CSIS) and the Royal Canadian Mounted Police (RCMP) for the purpose of investigations related to immigration and citizenship legislation. It may also be disclosed to provincial authorities for assessment under the terms of an agreement or arrangement. Uses also include the sharing of information with Solicitor General Canada, CSIS, the Department of Justice and the RCMP where these uses are pursuant to the law. Information may also be disclosed to various foreign governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration/citizenship legislation. Other uses may include the sharing of information with the Immigration and Refugee Board of Canada, FINTRAC, Foreign Affairs and International Trade Canada as well as with provincial or municipal government departments under the terms of an agreement and for research purposes. It may also be shared with foreign governments under the terms of an agreement or arrangement in order to conduct a lawful investigation or administer or enforce any law. Information obtained from Foreign Affairs and International Trade Canada, Health Canada, the CCRA, the Immigration and Refugee Board of Canada [that contained in IRB PPU 105 (Immigration Appeal Board Records), IRB PPU 110 (Immigration Appeal Division Records) IRB PPU 115 (Convention Refugee Division Records), and IRB PPU 145 (Research Director, Claim Specific Information)], CSIS, the RCMP and some provincial government departments may be shared for the purpose of administering or enforcing legislation.
Retention and Disposal Standards: Case involving organized crime, is retained ten years from the last administrative action. Upon expiry of the retention period, some of these records will be preserved by the National Archives of Canada. Information regarding known and suspected terrorists, and person known to have committed war crimes or crimes against humanity is retained for 50 years, the records are then destroyed.
RDA Number: 88/012
Related PR#: CBSA ENF 008
TBS Registration: 005311
Bank Number: CBSA PPU 033

Seized Documents (Web Passport)
Description: This MS Access file contains data on documents that have been seized principally in the Québec Region for verification. The file contains, in particular, the serial numbers of such documents as passports, visas, Records of Landing, etc. It also contains information on the holders of these documents, such as the family name, first name, date of birth, country of citizenship and country of birth. Individuals who wish to consult this information must provide their family name, first name and date of birth.
Class of Individuals: Holders of documents seized for verification.
Purpose: This database is used by officers and clerks of the Intelligence Unit of the Québec Region, to ensure better follow-up of intercepted documents and thus avoid fraud.
Consistent Uses: None.
Retention and Disposal Standards: Indeterminate. Certain documents may be claimed by their holders.
RDA Number: 90/002
Related PR#: CBSA ENF 008
TBS Registration: 005191
Bank Number: CBSA PPU 034

Support System for Intelligence (SSI)
Description: This bank contains information on persons who either arrive in Canada or attempt

to gain access to Canada in contravention of IRPA, as well as persons known or suspected to have counselled or assisted, their movements. SSI assists CBSA to monitor the overall irregular movement of people to Canada by tracking irregular migrants at major Canadian airports, seaports, land borders, inland offices and overseas. Records in the bank may contain some or all of the following information: reports from CIC offices overseas, ports of entry and CBSA offices in Canada concerning persons who arrived or attempted to arrive in Canada without proper travel or identity documents; reports from CIC offices overseas, ports of entry, or CIC offices in Canada concerning persons who counselled or assisted any persons to enter Canada or seek to enter Canada improperly. Information may include personal biographical data, passport and identity document details, type of fraud, and details concerning persons who counselled or assisted the traveller to attempt to enter Canada improperly.
Class of Individuals: Persons who arrived in Canada or attempted to travel to Canada contrary to IRPA and persons who are known or suspected to have assisted or counseled such individuals.
Purpose: Information contained in this bank may be used in the administration and enforcement of citizenship and immigration legislation.
Consistent Uses: The information may be disclosed to the Royal Canadian Mounted Police (RCMP) for the purpose of conducting investigations related to immigration legislation. Uses include the sharing of information with the Canadian Security Intelligence Service (CSIS), and the Immigration and Refugee Board of Canada (IRB) where these uses are pursuant to the law. Some information may be disclosed to various foreign governments, law enforcement bodies, and other authorities with respect to the administration and enforcement of immigration legislation. Some information may also be disclosed to transportation companies within the terms of their responsibilities under immigration legislation.
Retention and Disposal Standards: Under negotiation with the National Archives of Canada.
RDA Number: 88/012
Related PR#: CBSA ENF 008
TBS Registration: 005187
Bank Number: CBSA PPU 035

Travel and Identity Document System (TIDS)
Description: The databank contains the records of seizures of travel or identity documents made in the course of port of entry examinations or authorized investigations under the authority of the Immigration and Refugee Protection Act. Any travel or identity documents considered by Canada Post as lost are forwarded to CBSA for disposal and are recorded for tracking purposes. The databank may contain information on the person from whom the documents were seized, the reasons for detention, the types of documents, and the ultimate disposition of the documents.
Class of Individuals: Any person's documents seized by CBSA or referral to CBSA by Canada Post.
Purpose: The purpose of the databank is to record events and key information related to these seizures as well as track handling and disposition of the documents.
Consistent Uses: Could be shared with the RCMP for prosecution.
Retention and Disposal Standards: Documents are held for five years or until the case that they relate to has been finally determined and are then destroyed.
RDA Number: 90/002
Related PR#: CBSA ENF 008
TBS Registration: 005198
Bank Number: CBSA PPU 036

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Personnel Security Screening

Manuals

- Access to Information Manual
- Acquisition Card Policy
- Admissibility (AD)
- Advance Passenger Information
- Administrative Monetary Penalty System Reference Manual
- Appraisal Handbook
- Casual Employment Manager's Guide
- Casual Refund System (CRS)
- Citizenship and Immigration Reference
- Citizenship Policy Manual (CP)
- Citizenship Registration Manual
- Coding Manual (COD)

- Community Relations Handbook
- Contracting Policy
- Corporate Records Management
- Classification List
- Customs Branch
- Customs Inspectors Handbook
- Enforcement Manual (ENF) Enforcement and Control (EC)
- File Retention Policy–Archiving
- Financial Accounting Manual
- Financial Coding Manual
- Financial Policy Manual
- Fleet Management Policy and Procedures
- Foreign Worker Manual (FW)
- Guide for Transporters
- Guide to Administration Services
- Guidelines for Briefing Notes for the Minister and the Deputy Minister
- Guidelines for Corporate Committees at Citizenship and Immigration Canada
- Guidelines for Memorandum to Cabinet
- Guidelines for Minister and Deputy Minister's Correspondence
- Guidelines for Processing Business Category Applications by Source Country
- Guide to Handling Public Money
- House card Guidelines
- Human Resources Management Manual
- Immigration & Refugee Protection Act and Regulations
- Human Rights Manual
- Inland Services Procedures Manual
- Integrated Customs Enforcement System User Reference Manual
- Instrument of Human Resources Signing Authorities (March 1998)
- Interventions Procedures Guidelines
- Investigations Manual
- Isolated Posts
- Performance Measures Reference Manual
- Point of Service User Guide (POS+2000)
- Privacy Manual
- Procurement Training Workshop Manuals
- Project Manager's Handbook
- Protected Persons (PP)
- Recorded Information Management Policy and Procedures Manual
- Reference Manual (IR)
- Reporting and Liaison Handbook
- Security Policy and Procedures Manual
- Subject File Classification
- Telework Handbook
- Trade Verification Manual
- Training and Education Allowance Guide
- Traveller Processing
- Use of Force Disengagement Guide
- War Crimes–Abusive Regimes Training
- Workforce Adjustment Guide

Additional Information

Please see the introduction to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Agency and its various programs and services may be directed to:

Canada Border Services Agency
191 Laurier Avenue West
Ottawa, Ontario K1A 0L8

Telephone: 1-800-461-9999

Reading Room

In accordance with the Access to Information Act, Canada Border Services Agency has established public reading rooms; they can be found at different locations across Canada.

They are open to the public (Monday through Friday – 08:15 to 17:00) and contain copies of the Access to Information and Privacy Acts, Info Source and request forms. Reading room attendants are available to help individuals seeking information and to complete the request forms.

Reading Room
National Capital Region
Sir Wilfred Laurier Building
340 Laurier Avenue
Ottawa, Ontario K1A 0P8

Enquiries:
Border Information Service
1-800-461-9999

Outside Canada 1 -204-983-3500 or
1-506-636-5064 (long distance charges may apply)

NAFTA Enquiry Line: 1-800-661-6121

Access to Information/Privacy:
613-941-7431

Additional information is available on
www.cbsa-asfc.gc.ca

Canada Council for the Arts

Chapter 11

General Information

Background

The Canada Council for the Arts was created by the Parliament of Canada in 1957 (Canada Council Act, 1957, RSC 1970 c-2, s. 1 as amended). The mandate of the Canada Council (Section 8(1)) is "to foster and promote the study and enjoyment of, and the production of works in, the arts."

Responsibilities

The general policy objective of the Canada Council for the Arts is to recognize, foster and promote excellence in the arts. Most of its grants are awarded through an extensive system of competitions judged by assessment committees of practising artists and other independent specialists in the particular disciplines.

In addition to its mandate to foster and promote the arts, the Canada Council for the Arts has been assigned responsibility for the Canadian Commission for the United Nations Educational, Scientific and Cultural Organization (UNESCO) (Subsection 8(2), Order-in-Council PC 1957-831), in conformity with the constitution of UNESCO.

The Council also administers the Killam program of scholarly awards and prizes, financed from a private legacy. The Public Lending Right Commission, which provides payments to Canadian authors for the public use of their works in Canadian libraries, operates under the aegis of the Council.

Legislation

- Canada Council Act, 1957 Chapter C-2
- The Canada Council By-laws
- Canadian Commission for UNESCO Constitution and By-laws

Organization

Board of Directors

The Council is headed by a Board consisting of 11 members who are appointed by the Governor in Council. The Board meets at least four times a year and is responsible for all policy and financial decisions as well as other matters that are implemented by a staff headed by a Director, who is also appointed by the Governor in Council.

Director's Office

The Director of the Council is the chief executive officer of the Council. The Director's Office is responsible for overseeing and directing the work of the Council staff in the development and delivery of programs, grants and services.

Administration Division

This Division includes the Secretary-Treasurer's Office, the Human Resources Section, the Finance Section, Administrative Services and Information Management Services. The Division provides various corporate services such as personnel, financial and office management as well as the development, implementation and maintenance of Council's automated systems.

Public Affairs, Research and Communications Division

This Division undertakes advocacy initiatives in partnership with artists, arts organizations and other public bodies and institutions, and manages the Council's Parliamentary and business advocacy programs. The Division organizes special events, awards presentations and implements proactive media relations. It houses the Council's research, policy analysis and functions and monitors cultural policy development. It is also responsible for the Council's website and corporate publications.

Arts Division

The Arts Division is headed by a Director and is composed of six arts sections; Dance, Music, Theatre, Visual Arts, Media Arts, Writing and Publishing and three units Inter-Arts Office; Arts Services Unit, and the Aboriginal Arts Secretariat. The Director of the Arts Division is responsible for managing the development and operation of grant programs which provide financial support to Canadian artists and arts organizations. The Arts Services Unit provides administrative services to the arts sections through four major areas of activity; grant and prize application registry; reference and document centre; program

information resource centre, program outreach and dissemination; and analysis to program development; and strategic priorities.

Equity Office

This Office supports the Council's strategic focus of equality of opportunity for culturally diverse artists and organizations thus ensuring the application of democratic processes and transparency that foster equal opportunity for all.

Canada Council Art Bank

The Art Bank promotes original contemporary Canadian art through a unique rental program available to public and private sector clients across Canada. It offers clients access to the largest selection of works of art in the country which includes 18,000 paintings, sculptures, drawings, photographs, and prints by over 2,500 artists.

The Prizes and Endowments Section

Administers over 100 individual prizes, fellowships and awards to Canadian artists and scholars each year, for a total of close to $3 million. In addition to the arts prizes, the Council's Killam Program awards prizes and fellowships to Canadian scholars of exceptional ability engaged in significant research projects in the humanities, social sciences and natural sciences. Many of the prizes and awards are privately endowed and are given in perpetuity, in memory of the donors.

The Public Lending Right Commission (PLR)

The Commission administers a program of payments to Canadian authors for the public use of eligible books catalogued in libraries across Canada. The PLR Board is responsible for setting general program policies.

Canadian Commission for UNESCO (United Nations Education, Scientific and Cultural Organization)

The Canadian Commission for UNESCO has been housed within the Canada Council since it was established in 1957. The Commission advises the Government of Canada on its relations with the United Nations Education, Scientific and Cultural Organization (UNESCO) one of the foremost specialized agencies of the United Nations. The Commission also fosters cooperation between Canadian organizations in civil society and UNESCO.

Information Holdings

Program Records

Arts Division – General File
Description: Correspondence and other information on the Arts Division, but not unique to a specific discipline or section.
Topics: Policies and procedures; reports; and studies
Access: Information arranged by program, by subject.
Format: Computerized database and paper case files.
Program Record Number: CAC ART 015

Dance Program Files
Description: The Dance Section is responsible for coordinating the grant application process and awarding of grants to individual artists and professional Canadian companies or organizations. The Section also holds information on program criteria, Council procedures, peer assessment and advisory committees.
Topics: Programs include: Grants to Dance Professionals, Production Project Grants for Dance Collectives and Companies, Travel Grants to Dance Professionals, Creation/Production in Dance, Program of Presenter Support, Support Services to the Dance Milieu, Dance Touring Grants, Annual Grants for Dance Managers and Agents, Support to Aboriginal Peoples Dance Organizations and Collectives, International Co-Production Program for Dance and The Dance Flying Squad.
Access: Files arranged by applicant name, program and subject.
Format: Computerized database and paper case files.
Program Record Number: CAC DAS 060

Music Program Files
Description: The Music Section is responsible for coordinating the grant application process and awarding of grants to individual artists, and professional Canadian companies or organizations. The Section also holds information on program criteria, Council procedures, peer assessment and advisory committees.
Topics: Programs include: Grants to Professional Musicians (individuals), Aboriginal Peoples Music Program, Career Development Program, Travel Grants to Professional Musicians, Residencies and Commissioning of Canadian Compositions, Choir Program, Concert Production and Rehearsal

Program for Aboriginal, Classical, Folk, Jazz and World Music, Grants for Specialized Music Sound Recording, Classical Contemporary/New Music Organizations Program, Professional Orchestra Program, Opera/Music Theatre Program, Music Touring Program, Music Festivals Programming Project Grants and Music Festival Travel Grants.
Access: Files arranged by applicant name, program and subject.
Format: Computerized database and paper case files.
Program Record Number: CAC MUS 100

Theatre Program Files
Description: The Theatre Section is responsible for coordinating the grant application process and awarding of grants to individual artists, and professional Canadian companies or organizations. The Section also holds information on program criteria, Council procedures, peer assessment and advisory committees.
Topics: Programs include: Grants to Theatre Artists, Travel Grants to Theatre Artists, Travel Assistance to Theatre Artistic Directors and Presenters, Grants for the Translation of Canadian Theatre Works, Theatre Production Project Grants (Creation/Development), Developmental Support to Aboriginal Theatre Organizations, Annual Operating Grants to Professional Theatre Organizations, Canadian Creation Program, Theatre Touring and Special Initiatives Program, Theatre Presenting Program (Pilot), Theatre International Pilot Program and The Flying Squad.
Access: Files arranged by applicant name, program and subject.
Format: Computerized database and paper case files.
Program Record Number: CAC THS 110

Visual Arts Program Files
Description: The Visual Arts Section is responsible for coordinating the grant application process and awarding of grants to individual artists, and professional Canadian companies or organizations. The Section also holds information on program criteria, Council procedures, peer assessment and advisory committees.
Topics: Programs include: Creation/Production Grants to Professional Artists, Travel Grants to Professional Artists, Assistance to Aboriginal Curators for Residencies in Visual Arts, Assistance to Culturally Diverse Curators for Residencies in Visual Arts (Pilot Program), Project Grants to Organizations, Annual Grants to Organizations, and Major International Exhibitions.
Access: Files arranged by applicant name, program and subject.
Format: Computerized database and paper case files.
Program Record Number: CAC VAS 150

Media Arts Program Files
Description: The Media Arts Section is responsible for coordinating the grant application process and awarding of grants to individual artists, and professional Canadian companies or organizations. The Section also holds information on program criteria, Council procedures, peer assessment and advisory committees.
Topics: Programs include: Grants to Film and Video Artists, Grants to New Media and Audio Artists, Aboriginal Media Arts Program, Travel Grants to Media Artists, Grants for Media Arts Dissemination and Grants to Media Arts Production Organizations.
Access: Files arranged by applicant name, program and subject.
Format: Computerized database and paper case files.
Program Record Number: CAC MAS 175

Writing and Publishing Program Files
Description: The Writing and Publishing Section is responsible for coordinating the grant application process and awarding of grants to individual artists, and professional Canadian companies or organizations. The Section also holds information on program criteria, Council procedures, peer assessment and advisory committees.
Topics: Programs include: Grants for Professional Writers – Creative Writing and Author Residencies, Travel Grants to Professional Writers, Grants to Aboriginal Writers, Storytellers and Publishers, Spoken and Electronic Words Program, Book Publishing Support, International Translation Grants, Grants to Literary and Art Magazines, Co-operative Projects in Writing and Publishing, Literary Readings and Festivals, Governor General's Literary Awards (submissions by publishers only), and Canada-Japan Literary Awards.
Access: Files arranged by applicant name, program and subject.
Format: Computerized database and paper case files.
Program Record Number: CAC WPS 165

Inter-Arts Program Files
Description: The Inter-Arts Office is responsible for coordinating the grant application process and awarding of grants to individual artists, collectives and professional Canadian groups, companies or organizations. The Section also holds information

on program criteria and peer assessments.
Topics: Inter-Arts Program (performance art, interdisciplinary work and new artistic practices) and Multidisciplinary Festivals Project Grants.
Access: Files arranged by applicant name, program and subject.
Format: Computerized database and paper case files.
Program Record Number: CAC INT 006

Outreach Program Files
Description: The Outreach Program is responsible for coordinating the grant application process and awarding of grants to individual artists, collectives and professional Canadian groups, companies or organizations. The Section also holds information on program criteria and peer assessments.
Topics: New Audience and Market Development Travel Assistance.
Access: Files arranged by applicant name, program and subject.
Format: Computerized database and paper case files.
Program Record Number: CAC OUT 007

Aboriginal Arts Secretariat and Program Files
Description: In collaboration with the Aboriginal Advisory Committee on the Arts and with all Sections at the Canada Council for the Arts, the Aboriginal Arts Secretariat has primary responsibility for developing policies, programs, strategic initiatives and budgets to support Aboriginal Peoples' artistic practices in all disciplines currently recognized by the Council, as well as those defined by Aboriginal artists.
Topics: It also administers the Aboriginal Peoples' Collaborative Exchange Program which has a National and an International component.
Access: Files arranged by applicant name, program and subject.
Format: Computerized database and paper case files.
Program Record Number: CAC ART 018

Equity Office – Programs
Description: Correspondence and other information on Cultural Equity in the Arts.
Topics: Program criteria; artists' letters and responses, prospective peer members; racial equality – Council documents; successful application reports; Report and recommendations of the Advisory Committee for Racial Equality in the Arts at the Canada Council for the Arts, advisory committee for equity in the arts; joint committee for aboriginal and racial advisory committees
Access: Files arranged by subject
Format: Computerized database and paper case files.
Program Record Number: CAC ART 016

Art Bank – Artwork Rental and Client Activity Databank
Description: The Artwork Rental/Client Activity (ARCA) has replaced the Art Bank Data Bank and the Art Bank Digital Image Bank. ARCA is a client/server application which manages all aspects of art work rental plus client activity, that also includes an image database and tracks artwork location and status.
Topics: ARCA has four integrated modules; Collection Management for acquisition, cataloguing, conservation and deaccession of assets; Contact Management for clients, artists, and dealers; Rental Activity for service documents, contracts and invoices for rentals, loans and exhibition; Marketing for selection of art works, creation of web galleries, viewing and browsing the image database.
Access: Information arranged by subject and program.
Format: Computerized database, paper case files.
Program Record Number: CAC ART 001

Art Bank Programs
Description: Correspondence and information on the Art Bank.
Topics: Program criteria; Art Advisory Committee; Art Acquisition Committee; insurance; loans to art galleries for exhibitions; long-term loans to galleries; special purchase assistance; special projects.
Access: Files arranged by subject.
Format: Computerized database and paper case files.
Program Record Number: CAC ARB 155

Employment Opportunities
Description: Information pertaining to positions within the Canada Council for the Arts.
Topics: Includes job postings, sollicited and unsollicited job applications, résumés, correspondance and personal information.
Access: Unsollited applications are filed monthly and sollicited applications are filed by job competition.
Format: Paper case files.
Program Record Number: CAC AAS 009

Endowments and Prizes – Programs
Description: Correspondence and case files on the various awards and prize programs operated by the Canada Council for the Arts.

Topics: Canada Council Molson Prizes; Izaak Walton Killam Memorial Prizes; Glenn Gould Prize; Saidye Bronfman Award. Awards by discipline: Dance: Jacqueline Lemieux Prize; Dance and Theatre: Peter Dwyer Scholarships. Literature: Governor General's Literary Awards, Canada-Switzerland Literary Prize, Canada-Australia Literary Prize, Canada-French Community of Belgium Literary Prize, Canada-Scotland Writer Exchange Prize, CBC/Canada Council for the Arts/ EnRoute Literary Award and the Canada-Japan Literary Award. Media Arts: Bell Canada Award in Video Art and the Petro-Canada Award in New Technologies. The Governor General's Award in Visual and Media Arts. Music: Canada Council CBC Amateur Choirs Competition, Canada Council Musical Instrument Bank, Eckardt-Gramatté Music Competition, Virginia Parker Award, Sylva Gelber Foundation Award, Jules Léger Prize for New Chamber Music, Healey Willan Prize, Canada Council Grand Prize for the CBC Young Composers Competition, Sir Ernest MacMillan memorial Prize in Choral Conducting, Robert Fleming Prize for Young Composers and the Jean-Marie Beaudet Award in Orchestral Conducting. Theatre: John Hirsch Prize and Theatre for Young Audiences. Visual Arts: Governor General's Medals in Architecture, Jean A. Chalmers Fund for the Crafts, Prix de Rome in Architecture, Ronald J. Thom Award for Early Design Achievement; the Duke and Duchess of York Prize in Photography and the York Wilson Endowment Award. Various Arts Disciplines: J.B.C. Watkins Award, Joseph S. Stauffer Prizes, Vida Peene Awards and Victor Martyn Lynch-Staunton Awards. Fine Arts or Humanities: Coburn Fellowships, Humanities, Social Sciences, Health Sciences, Natural Sciences and Engineering: Killam Research Fellowships and the John G. Diefenbaker Research Award. International Prizes: Kennedy Centre Fellowships of the Americas.
Access: Files arranged by subject.
Format: Computerized database and paper case files.
Program Record Number: CAC ART 005

Enquiries and Correspondence
Description: General enquiries on eligibility for grants under programs administered by the Canada Council for the Arts; also general correspondence.
Topics: Routine correspondence – ineligible project proposals, requests for information, requests for application forms.
Access: Files arranged by enquirer and are retained for two years.
Format: Computerized database and paper case files.
Program Record Number: CAC AAS 025

Peer Assessors and Disciplinary Advisors
Description: Separate peer assessment committees are set up to evaluate applications to each program of the Canada Council. There are generally from three to seven members on each committee. Selection is made from the arts community most relevant to the applications to be evaluated, taking into consideration the members' specialization, experience and expertise, and analytical abilities. Selection is also based on providing balanced representation of gender, regional and cultural diversity, the two official languages and Aboriginal peoples. The Disciplinary Advisory Committees provides advice and or recommendations to the Council on the needs of their respective community and on issues relating to Aboriginal peoples and cultural diversity.
Topics: The information included on assessors and advisory members include: address, gender, language (French or English, bilingual if applicable), home and/or business telephone number(s), status, art discipline and specialization(s), affiliation and historical records of services rendered.
Access: Information arranged by individual's name, program and subject.
Format: Computerized database.
Program Record Number: CAC ART 003

Public Lending Right Commission Data Bank
Description: In addition to hard copy files on all PLR registrants, a data bank of information is maintained on each registrant. Information is taken from these data files to produce the cheques sent annually to eligible PLR registrants and to produce statistics for the annual report.
Topics: The information includes the registrant's name, address, telephone number, citizenship, language (English or French) and Social Insurance Number. Individual payment history summaries and lists of declared book titles are also maintained. In addition, a record is kept on each registered title. Recorded here are the title's category (fiction, non-fiction, etc.), its language (English, French, bilingual, other), eligibility, library search results, the amount paid in the current year and the status of the registrants (author, translator, etc.).
Access: Information arranged by individual's name and title.
Format: Computerized database.
Program Record Number: CAC ART 004

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration and Management Services

Audits

Automated Document, Records and Information Management Systems

Budgets

Business Continuity Planning (BCP)

Electronic Network Monitoring Logs

Executive Correspondence Management Systems

Employment and Staffing

Equipment and Supplies

Finance

Hospitality

Human Resources

Office Appliances

Pensions and Insurance

Personnel

Proactive Disclosure

Relocation

Salaries and Wages

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Staff Relations

Training and Development

Travel

Particular Personal Information Banks

Arts Organizations/Companies' Grant Files
Description: Arts organizations and companies' grant files containing correspondence relating to the preliminary inquiry, the application with supporting data, financial information, the adjudication result and details of payment if a grant is awarded. Files may also contain artistic assessments. The files are organized alphabetically according to the program and discipline.
Class of Individuals: Arts organizations and companies in the following disciplines: Theatre, Music, Dance, Writing and Publishing, Visual and Media Arts.
Purpose: Contains files of arts organizations and companies who have applied for a grant to the various programs at the Canada Council for the Arts.
Consistent Uses: The files are used in the adjudication process of grant requests.
Retention and Disposal Standards: Grant application files are retained at the Council for a period of four years. They are then transferred to the National Archives of Canada and held for another four years. After an eight year period, all unsuccessful grant application files are destroyed and the successful files are kept indefinitely.
RDA Number: 83-038
Related PR#: CAC DAS 060, CAC MUS 100, CAC THS 110, CAC VAS 150, CAC MAS 175, CAC WPS 165, CAC INT 006, CAC OUT 007 and CAC ART 018
TBS Registration: 001648
Bank Number: CAC PPU 130

Applications for Employment
Description: The bank is used to maintain an inventory of applications received from individuals seeking employment with the Canada Council. Records include both applications solicited for specific competitions and unsolicited applications. It may include covering letters, career résumés and letters of recommendation. Résumés normally provide individual's name, social insurance number, address, personal characteristics, employment history, and other personal information.
Class of Individuals: Individuals – Canadian citizens or permanent residents.
Purpose: Applications are used to assist in filling available positions.
Consistent Uses: To provide a record of the information and documentation used in staffing a position.
Retention and Disposal Standards: Solicited applications are kept for two years, then destroyed and suitable unsolicited applications are kept for six months, then destroyed.
RDA Number: 98/005
Related PR#: CAC AAS 009
TBS Registration: 003274
Bank Number: CAC PPU 090

Arts Tracking System
Description: The ATS is a corporate database system used for the Canada Council's operations and activities. It provides a single repository for all

information on contacts and programs, tracks grant applications and grant processing and generates corporate mailings. There are electronic links to the Financial Management System for budget allocations and payments.
Class of Individuals: Individuals, artists, peer assessors, members of arts organizations and associations, Members of Parliament, government staff, media contacts, university personnel and the Canada Council's clients. Each computer record has a unique reference number which identifies the contact.
Purpose: The Arts Tracking System replaces any databases of systems previously used to register, store, modify or manage contact data, grant processing and corporate mailing lists.
Consistent Uses: The ATS tracks grant applications and facilitates the sending of Council's publications to interested parties. The Canada Council for the Arts' mailing list of organizations may be sold to other organizations and or institutions.
Retention and Disposal Standards:
The information is kept permanently.
RDA Number: N/A
Related PR#: CAC DAS 060, CAC MUS 100, CAC THS 110, CAC VAS 150, CAC MAS 175, CAC WPS 165, CAC INT 006, CAC OUT 007, CAC ART 018, CAC ART 016 and CAC ART 003.
TBS Registration: 004244
Bank Number: CAC PPU 020

Damaged/Lost Works
Description: The purpose of this bank is to document lost or damaged art bank works. It contains condition reports, correspondence with clients, conservators, insurance adjusters, etc., as well as invoices and copies of cheques.
Class of Individuals: Individual artists, conservators, insurance adjusters.
Purpose: It is used to keep track of damaged works, restoration procedures, costs and payment and where works were lost or stolen.
Consistent Uses: This bank is used to document all costs related to damaged, lost and stolen works of art.
Retention and Disposal Standards: Records are kept permanently.
RDA Number: N/A
Related PR#: CAC ART 001
TBS Registration: 003281
Bank Number: CAC PPU 065

Federal Investigative Body Requests
Description: This bank contains requests made by federal investigative bodies, as well as records of disclosure (if the request is granted), occasional legal opinions and related material. Individuals seeking access to this bank should provide their full name and address.
Class of Individuals: Individuals from whom information has been requested by federal investigative bodies.
Purpose: The purpose of this bank is to ensure that requests by federal investigative bodies for personal information held by the Canada Council are properly authorized.
Consistent Uses: The records are used to monitor and maintain a record of the information requested and/or provide it to federal investigative bodies, and to ensure compliance with the Privacy Act. The records may be viewed by the Privacy Commissioner or delegate when investigating complaints.
Retention and Disposal Standards: Records in this bank are retained for two years after their last administrative use, and are then destroyed.
RDA Number: TBD
Related PR#: CAC AAS 025
TBS Registration: 001650
Bank Number: CAC PPU 140

Individuals' Arts Grant Files
Description: Contains the correspondence relating to the preliminary inquiry, the application with supporting data which includes the name, address, phone, fax or e-mail numbers, budget of the proposed project of each candidate applying for a grant as well as the adjudication result and details of payment if a grant is awarded. The files are organized alphabetically according to the program and discipline.
Class of Individuals: Individual artists.
Purpose: Contains files of artists who have applied for a grant to the various programs at the Canada Council for the Arts.
Consistent Uses: Used in the adjudication process of grant requests and to provide data for statistical analysis of requests for individual grants.
Retention and Disposal Standards: Grant application files are retained at the Council for a period of four years. They are then transferred to the National Archives of Canada and held for another four years. After an eight year period, all unsuccessful grant application files are destroyed and the successful files are kept indefinitely.
RDA Number: 83-038
Related PR#: CAC DAS 060, CAC MUS 100, CAC THS 110, CAC VAS 150, CAC MAS 175, CAC WPS 165, CAC INT 006, CAC OUT 007, CAC ART 018 and CAC ART 016

TBS Registration: 000313
Bank Number: CAC PPU 115

Installation Works of Art Files
Description: It contains diagrams and forms, supplied by artists or their dealers, giving details on installation of works of art.
Class of Individuals: Individual artists, dealers.
Purpose: The purpose of this bank is to collect descriptive data on works purchased, especially on how works should be installed.
Consistent Uses: The files are used to identify works and assist with their installation.
Retention and Disposal Standards: Records are kept for the duration of the art work's life span, then destroyed.
RDA Number: 98/007
Related PR#: CAC ART 001
TBS Registration: 003282
Bank Number: CAC PPU 045

Public Lending Right Commission Case Files
Description: This bank contains the name, address, phone number, Social Insurance Number and citizenship of the applicant, plus supporting documentation for the book titles being registered. In each author's file, there is a yearly record of the number of libraries the books were found in, the amount the individual books earned, and the author's total PLR earnings for the year.
Class of Individuals: Canadian authors, co-authors, editors, translators, illustrators, anthology contributors and photographers who have applied for the PLR Program.
Purpose: Contains all documentation, on all authors who have applied to the program, such as their application, social insurance number and amount of payment.
Consistent Uses: The files are used to verify that authors and titles are eligible under the criteria established by the Commission.
Retention and Disposal Standards: All files are retained for eight years after an author's death, then destroyed.
RDA Number: 2002/009
Related PR#: CAC ART 004
TBS Registration: 002207
Bank Number: CAC PPU 150

Purchase of Art Works from Artists
Description: The purpose of this bank is to maintain a record of applications to the art bank for the purchase of artworks from individual artists. It contains letters of application from individual artists, correspondence to and from artists, invoices, biographical data, information relating to artists' copyrights and artists' representatives and peer decisions.
Class of Individuals: Individual artists.
Purpose: Contains all documentation, on all artists who have applied to the program, such as their application, social insurance number and amount of payment.
Consistent Uses: It is used to keep records on applications by artists for purchases of their work, to ensure payment is made for each work purchased, and to accumulate information on all works purchased from one artist.
Retention and Disposal Standards: Files are kept permanently for successful applications. While unsuccessful files are retained at the Council for three years, then destroyed.
RDA Number: 98/007
Related PR#: CAC ART 001
TBS Registration: 003284
Bank Number: CAC PPU 035

Repurchase Program
Description: This program was cancelled in 1996 and reinstated in 2001 for a period of six months. The purpose of this bank is to maintain a record of artists' requests to repurchase works of art originally sold to the art bank. Financial transactions are also recorded in these files. It contains letters of application from artists or their dealers, details of repurchase costs, invoices, correspondence to artists informing them of the art bank decision and copies of cheques.
Class of Individuals: Individual artists.
Purpose: The bank contains records on the repurchase program and the number of works each artist has requested for repurchase.
Consistent Uses: Contains files of artists who have requested to repurchase their works of art originally sold to the art bank.
Retention and Disposal Standards: Records are kept permanently.
RDA Number: N/A
Related PR#: CAC ART 001
TBS Registration: 003285
Bank Number: CAC PPU 070

UNESCO Mailing List
Description: The purpose of this bank is to maintain a record of members of the Commission to whom publications, including reports, press releases, and the minutes of meetings, may be sent. It contains addresses which normally include the individual's name, address, and telephone number as well as codes identifying disciplines of interest such as education, natural sciences, social sciences, culture, communications, etc.

Class of Individuals: Individuals.
Purpose: This record is used to identify individuals to whom are sent UNESCO-related material.
Consistent Uses: Facilitates the sending of UNESCO publications to interested parties.
Retention and Disposal Standards: The information is held permanently.
RDA Number: N/A
Related PR#: CAC AAS 025
TBS Registration: 003287
Bank Number: CAC PPU 095

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Hospitality

Relocation

Travel

Classes of Personal Information

Routine Correspondence and Other Subject Files

Personal information of a routine nature may be found in correspondence or other subject files. This information is generally not retrievable by personal name or other personal identifier and is normally not used for administrative purposes (e.g. requests for grant application forms or other correspondence not leading to an actual application).

Manuals

- Arts Division Guide Book
- ATS Data Base Manual
- Employees Manual/Collective Agreement

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please note: Requests made to the Canada Council for the Arts under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Canada Council for the Arts.

Requests for further information about the Council and its programs and functions may be directed to:

The Canada Council for the Arts
Arts Services UnitInformation Officers
350 Albert Street
P.O. Box 1047
Ottawa, Ontario K1P 5V8

Reading Room

In accordance with the Access to Information Act, a reading room will be made available upon request. The address is:

350 Albert Street
Ottawa, Ontario

Canada Deposit Insurance Corporation

Chapter 12

General Information

Background

The Canada Deposit Insurance Corporation (CDIC) was established in 1967 by the Canada Deposit Insurance Corporation Act. The Corporation is an agent of Her Majesty in right of Canada and is a Crown Corporation named in Part I of Schedule III of the Financial Administration Act. The Corporation reports to Parliament through the Minister of Finance. The Corporation's objects are to provide insurance against the loss of part or all of deposits and to promote and otherwise contribute to the stability of the financial system in Canada. These objects are to be pursued for the benefit of persons having deposits with member institutions and in such a manner as will minimize the exposure of the Corporation to loss.

Membership

Membership with CDIC is limited to banks, federally incorporated trust and loan companies, provincially incorporated trust and loan companies and retail associations within the meaning of regulations made under the Cooperative Credit Associations Act. CDIC automatically insures deposits in federal institutions that are authorized to take retail deposits. Provincial trust or loan companies must apply to CDIC for membership and have their applications approved by CDIC's Board of Directors.

Under the CDIC Act, the maximum basic protection for eligible deposits is $100,000 per depositor at each member institution. This amount was increased from $60,000 in 2005. CDIC provides separate protection for eligible deposits held jointly, in trust, in registered retirement savings plans, and in registered retirement income funds, also to a maximum of $100,000, in each category. Deposits not payable in Canada or repayable in foreign currency are not eligible to be insured.

Responsibilities

The Corporation's primary role is set out above. Other responsibilities include examining the affairs of member institutions in order to obtain information for deposit insurance purposes (under legislation, the examination of federal member institutions is the responsibility of the Office of the Superintendent of Financial Institutions (OSFI); acting as lender of last resort to provide short-term liquidity loans under specified authority; managing the acquired assets of member institutions; and reducing the risk of loss to the Corporation by guaranteeing loans or deposits with a member institution. In addition, the Corporation can act as curator of a deposit-taking institution, or liquidator or receiver of a member institution. CDIC also manages and invests funds accumulated from the operations of the Corporation.

To carry out its work, CDIC relies on the work of OSFI and provincial regulators. They are responsible for regulatory supervision and for ensuring that member institutions follow the rules and regulations and remain financially viable. If a member institution poses a significant risk of loss to the Corporation, CDIC will work closely with the regulator and usually complete an intensive special examination of the company's operations and the value of its assets to clarify CDIC's risk and to establish an information base upon which the Corporation can act promptly toward intervention or failure resolution.

Legislation

- Canada Deposit Insurance Corporation Act
- CDIC Application for Deposit Insurance By-law
- CDIC Deposit Insurance Application Fee By-law
- CDIC Deposit Insurance Information By-law
- CDIC Deposit Insurance Policy By-law
- CDIC Differential Premiums By-law
- CDIC Discretionary Interest By-law
- Exemption from Deposit Insurance By-law (Exemption Fee)
- Exemption from Deposit Insurance By-law (Foreign Currency Deposits)
- Exemption from Deposit Insurance By-law (Interest on Deposits)
- Exemption from Deposit Insurance By-law (Notice to Depositors)

- Exemption from Deposit Insurance By-law (Prescribed Deposits)
- CDIC Interest Payable on Certain Deposits By-law
- CDIC Joint and Trust Account Disclosure By-law
- CDIC Notice Regulations (Compensation in Respect of the Restructuring of Federal Member Institutions)
- CDIC Prescribed Practices Premium Surcharge By-law

Organization

Board of Directors

CDIC's Board of directors consists of a private-sector Chairperson, five-private sector directors, and five public-sector directors who serve ex officio on the CDIC Board. Those public sector directors are the Governor of the Bank of Canada; the Deputy Minister of Finance; the Superintendent of Financial Institutions; the Commissioner of the Financial Consumer Agency of Canada; and a Deputy Superintendent of Financial Institutions or other officer of the Office of the Superintendent of Financial Institutions appointed by the Minister. The Chairperson and private-sector directors are appointed by the Minister with the approval of the Governor in Council.

Office of the President and CEO

The Office of the President and CEO is responsible for the overall management of the Corporation, for strategic planning and for liaising with the Board of Directors. The President and CEO is appointed by the Minister with approval of the Governor in Council.

Audit and Consulting Services

CDIC's internal Audit and Consulting Services function reports directly to the Audit Committee of the Board of Directors and the President & CEO.

Corporate Affairs Division

This division is comprised of the Communications and Public Affairs Department, the Human Resources Department and the Legal Department.

The Communications and Public Affairs Department is responsible for providing internal and external communications, public relations and linguistic services. It manages a multi-year public awareness program on deposit insurance and CDIC's Web site and toll-free information line.

The Legal Department is responsible for providing legal counsel and advice in all legal matters affecting the Corporation.

Finance and Administration Division

This division is comprised of the Finance and Treasury Department, the Corporate Strategy, Project Management and Reporting function and the Information Systems Department.

The Finance and Treasury Department is responsible for the accounting, financial planning, and treasury activities of the Corporation. The Corporate Strategy, Project Management and Reporting function is responsible for the coordination of the strategic management, planning and reporting processes, as well as facilitating the management and associated reporting of progress of projects across the Corporation. The Information Systems department is responsible for information management, application development and technical infrastructure support.

Insurance and Risk Assessment Division

This division is comprised of the Insurance Department, the Risk Assessment Department, the Risk Assessment and Intervention Department, the Information and Methodology Department, the Policy and International Department and the Corporate Risk function.

The responsibilities of the Insurance and Risk Assessment Division include the effective operation of the insurance, member relations, and risk assessment functions of the Corporation, the development of systems and procedures for the conduct of interventions and the management of claims and recoveries associated with past failed member institutions. This division is also responsible for administering the system of differential premiums.

The Corporate Risk function is responsible for coordinating and facilitating CDIC's enterprise risk management process, which is designed to ensure and demonstrate that CDIC's significant risks are being continuously and consistently identified, assessed, managed, monitored and reported on.

The Policy and International Department is responsible for conducting research on and analyzing emerging financial sector policy issues, for assessing and developing public policies that

relate to CDIC's mandate and operations and for co-ordinating CDIC's international activities.

Information Holdings

Program Records

Applications for Employment
Description: This program record includes applications, cover letters and résumés that have been submitted to CDIC.
Topics: Applications for employment.
Program Record Number: CDI CORP 1500

Conflicts of Interest and Business Conduct and Ethical Behaviour for Employees and Directors
Description: This program record contains files and notes to file, investigation reports, correspondence, and certificates of compliance relating to: CDIC's Conflicts of Interest Code, CDIC's Code of Business Conduct and Ethical Behaviour for Employees, and CDIC's Code of Business Conduct and Ethical Behaviour for Directors.
Topics: Potential and actual conflicts of interest and potential and actual violations of CDIC's Code of Business Conduct and Ethical Behaviour for Employees and CDIC's Code of Business Conduct and Ethical Behaviour for Directors.
Program Record Number: CDI LEGAL 530

Enquiries
Description: This program record includes correspondence relating to enquiries and queries from depositors or the general public.
Topics: Generally related to deposit insurance limits and insurability of deposits.
Program Record Number: CDI CORP 1654

External Contacts
Description: This program record includes contact information for individuals who have a business relationship with CDIC.
Topics: Correspondence with individuals who have a business relationship with CDIC; conducting of relevant surveys.
Program Record Number: CDI CORP 1600-3

Failed Member Institutions – Intervention
Description: This program record pertains to the intervention required when a member institution becomes insolvent, i.e., appointment of agents, wind-up process, payments to depositors, liquidation of assets and final dissolution.
Topics: Agreements; disposal of assets; financial statements; loans; litigation; meetings; payments to depositors; and reports; unclaimed dividends.
Program Record Number: CDI TO 3110

Finance – Accounts Payable – Suppliers
Description: This program record includes information about payment of accounts for all CDIC suppliers, including invoices, payment records, verification of receipt, etc. There is no personal information maintained in this program record.
Topics: Suppliers
Program Record Number: CDI CORP 1015

Human Resources Management – Employment Equity File
Description: This program record contains information concerning the application of the Employment Equity Act and CDIC.
Topics: Employment Equity—General; Employment Equity Plan; Persons of Aboriginal Origin; Persons with Disabilities; Women; Visible Minorities; Employment Equity—Self-Identification Forms.
Program Record Number: CDI CORP 1462

Human Resources Personal Information File
Description: This program record contains human resources-related personal information for each CDIC employee.
Topics: Compensation; benefits; performance, security; language description; leave; recognition award and sealed confidential information related to matters such as, but not limited to, internal disclosure of wrongdoing, conflicts of interest, and harassment.
Program Record Number: CDI CORP 1486

Member Institutions – Relations
Description: This program record includes subjects relating to the ongoing relations with members, the monitoring of the financial status of members and the assessment of risk to the Corporation and, in the case of members in financial difficulty, the investigation of alternatives to liquidation, i.e., liquidity loans, mergers, changes in management, etc.
Topics: Applications for membership; financial statements; policies and certificates of membership; borrowing and lending guidelines; premium administration; regulatory reports; and the use of marks and signs in advertisements and on investment instruments.
Program Record Number: CDI CORP 2700

Personal Services Contracts
Description: This program record includes contracts that have been prepared and entered into with individuals for the provision of consulting services

to the Corporation for a defined period of time.
Topics: Consulting services.
Program Record Number: CDI CORP 515

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Accounts and Accounting

Access to Information and Privacy Requests

Acts and Legislation

Administration

Administration and Management Services

Audits

Automated Document, Records, Information Management Systems

Budgets

Buildings and Properties

Business Continuity Plans (BCP)

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Information Technology Services

Occupational Health, Safety, and Welfare

Official Languages

Pensions and Insurance

Personnel

Physical Security

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Training and Development

Travel

Utilities

Particular Personal Information Banks

Applications for Employment
Description: This bank contains information pertaining to applications that are received from individuals seeking employment with the Canada Deposit Insurance Corporation. These requests usually consist of a letter and an attached curriculum vitae.
Class of Individuals: Individuals seeking employment with the Canada Deposit Insurance Corporation.
Purpose: These applications are considered as positions become vacant. Information is compiled so that it can be referred to when considering a candidate for a position.
Consistent Uses: The bank is also used to store information on these individuals.
Retention and Disposal Standards: Solicited applications for employment are retained for 1 year after the expiry of the staffing action. Unsolicited applications for employment are retained for 6 months from the date of receipt. Applications for employment are destroyed by Library and Archives Canada upon the expiry of the applicable retention period.
RDA Number: 98/005
TBS Registration: 002292
Related PR#: CDI CORP 1500
Bank Number: CDI PPU 015

Payments to Depositors
Description: This bank contains records of payments to insured depositors.
Class of Individuals: The information relates to depositors of failed member institutions.
Purpose: The purpose of this bank is to keep a record of payments made to insured depositors.
Consistent Uses: This bank is also used to support payments made to depositors of failed member institutions.
Retention and Disposal Standards: Information in this bank is retained for 7 years after the date of discharge of the court-appointed liquidator and is then destroyed by Library and Archives Canada.
RDA Number: 2000/007
Related PR#: CDI TO 3110
TBS Registration: 003651
Bank Number: CDI PPU 005

Personal Services Contracts
Description: This bank contains information relating to contracts entered into by the Corporation with individuals who provide the

Corporation with consulting services. It includes information such as the type of services to be rendered, duration of engagement, and the fee for services. This bank contains the contracts and supporting documents.
Class of Individuals: Individuals retained to provide consulting services to the Corporation.
Purpose: The purpose of this bank is to keep a record of the terms and conditions of the engagement of persons who supply consulting services to the Corporation.
Consistent Uses: This bank is also used for accounting, reference and statistical purposes.
Retention and Disposal Standards: Information in this bank is retained for 7 years and is then destroyed by Library and Archives Canada
RDA Number: 99/004
Related PR#: CDI CORP 515
TBS Registration: 002291
Bank Number: CDI PPU 010

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records and Information Management Systems

Business Continuity Planning (BCP)

Electronic Network Monitoring Logs

Executive Correspondence Management Systems

Hospitality

Personnel Security Screening

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Manuals

- Closure Manual
- Management Policy Manual
- Training Manual: 1-800 Information Service

Classes of Personal Information

OSFI Examination Reports

As part of its mandate, CDIC receives regular reports from the financial regulator, OSFI, on the health of CDIC's member institutions. These reports have infrequently contained information as to an individual's financial exposure to a member institution. This information, however, being in paper form, is not retrievable by any personal identifier and is not used for an administrative purpose with respect to the individual.

Asset Information Obtained from a Member Institution

This class of personal information relates to individuals who have a loan and/or financing agreement with a member institution subject to CDIC intervention. The personal information might have been gathered incidentally in the course of a special examination; by a court appointed liquidator in respect of assets of a member institution in liquidation; or by third parties, such as law firms, asset tracers, real estate appraisers and others. This type of information, however, is retrievable by name of the member institution only and is not used for an administrative purpose with respect to the individual.

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please note: Requests made to the Canada Deposit Insurance Corporation under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Canada Deposit Insurance Corporation.

Requests for further information about the Corporation may be directed to:

Communications and Public Affairs
Canada Deposit Insurance Corporation
50 O'Connor Street, 17th Floor
P.O. Box 2340, Station D
Ottawa, Ontario K1P 5W5
Telephone: 613-996-2081

Reading Room

In accordance with the Access to Information Act, a reading room is available. The address is:

Canada Deposit Insurance Corporation
50 O'Connor Street, 17th Floor
Ottawa, Ontario K1P 5W5

Or

Canada Deposit Insurance Corporation
Toronto Dominion Centre, TD Waterhouse Tower
79 Wellington Street, Suite 1200
P.0. Box 156
Toronto, Ontario M5K 1H1

Canada Development Investment Corporation

Chapter 13

General Information

Background

Canada Development Investment Corporation (CDIC) is a Crown Corporation named in Part II of Schedule III of the Financial Administration Act. CDIC is not subject to the provisions of the Income Tax Act. CDIC reports to Parliament through the Minister of Finance, and is managed by its Board of Directors who provide advice to the Minister as required.

CDIC is a sunset corporation with no full-time employees and minimal office space.

The Corporation was established in 1982 under the Canada Business Corporations Act, to manage Crown Corporations and investments assigned to it and to privatize its holdings when appropriate. In January 1995, the Government completed an assessment of the Corporation's future role; since then CDIC has been winding down its operations and has reduced its operating costs to a minimum. During 2005, the Corporation did not borrow from the Government nor did it receive any appropriations.

Responsibilities

CDIC's mandate is to wind down its operations by divesting of its remaining assets in an orderly fashion and to ready the Corporation for eventual windup. The Corporation has two wholly owned subsidiaries, Canada Eldor Inc. and, its only remaining active investment, Canada Hibernia Holding Corporation.

Legislation

There is no Canada Development Investment Corporation Act and the Corporation does not administer, nor does it have a primary responsibility for, any legislation.

Organization

Board of Directors

CDIC's Board of Directors comprises the Chairperson and four private sector directors, all are Governor in Council appointments. The Board of Directors maintains a state of readiness with respect to the divestiture of CDIC's remaining assets and continues the orderly wind down of its remaining obligations. None of the directors are employees of CDIC or its subsidiaries, however, each director dedicates time outside of board meetings by serving on the following committees. Corporate governance is dealt with by the entire Board.

Audit Committee

This committee reviews the Corporation's annual consolidated financial statements and reports its findings to the full Board for consideration and approval. Due to its size, and as permitted by Order in Council, CDIC is exempt from the requirement to carry out internal audits.

Administrative Liaison Committee

This committee oversees all matters pertaining to the routine administration of the Corporation (unrelated to an actual privatization) in order to ensure that administrative matters are dealt with in a timely and orderly fashion.

Nominating Committee

This committee assists in determining the composition and structure of the Board and recommending to the Governor in Council candidates for Board membership and for the position of Chair. The Committee assesses the effectiveness of the Board and the Chairman initiates Board appointments and renewals as required.

Information Holdings

Program Records

Compensation Administration Files
Description: Includes records related to the compensation of CDIC Board members.
Topics: Spreadsheets; journal entries; statements of earnings and fees; T4 summaries; correspondence and compensation reviews.
Program Record Number: CDIC CAF 100

General
Description: Includes records relating to CDIC generally.

Topics: Annual reports; Board records; committee reports; corporate plan and summary; correspondence; financial records and accounting files; legal documents; minutes and meeting material.
Program Record Number: CDIC GEN 200

Divestitures
Description: Assets sold on behalf of the Crown by CDIC since inception.
Topics: Canadair Limited; The de Havilland Aircraft of Canada, Limited; Teleglobe Canada; Fishery Products International Limited; Canada Development Corporation; Nordion International Inc; Varity Corporation; Telesat Canada; Cameco Corporation; Co-enerco Resources Ltd; Ginn Publishing Canada Inc; Theratronics International Limited. Records include annual reports; agreements; corporate plans and summaries; environmental audits; correspondence; financial records; legal documents; minutes of meetings.
Program Record Number: CDIC DIV 300

Personal Services Contracts
Description: Includes records related to contracts that have been prepared and entered into with individuals for the provision of consulting services to the Corporation.
Topics: Consulting services.
Program Record Number: CDIC PSC 400

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Administration and Management Services

Audits

Budgets

Finance

Travel

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Travel

Classes of Personal Information

In the course of conducting the activities of the Corporation, personal information may be accumulated which is not contained in the specific information banks described in this entry. This information exists in a fragmented form throughout the subject files of the Corporation. This information is stored as part of the general subject files. This form of information is retrievable only if specifics are provided concerning the subject matter, the related activity, as well as the date at which the information was received by the Corporation and to whom it was addressed.

The personal information contained in the subject files is retained for the same period of time as the related subject information and disposed of according to the appropriate record schedules.

Manuals

- Canada Development Investment Corporation – Issues, Policies, Procedures and Contacts
- Canada Development Investment Corporation – Access to Information Act Administrative Policy and Procedures

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please note: Requests made to the Canada Development Investment Corporation under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Canada Development Investment Corporation.

Requests for further information about the Corporation and its function may be directed to:

Canada Development Investment Corporation
100 King Street West, Suite 3700
Toronto, Ontario M5X 1C9

Telephone: 613-943-9391
Email: atip_candev@magma.ca

Reading Room

In that the Corporation has no full time employees and minimal office space, in accordance with the Access to Information Act, the Corporation will make arrangements to provide facilities for viewing material on an as required basis.

Canada Economic Development for Quebec Regions

Chapter 14

General Information

Background

Under the order adopted on February 13, 1998, Economic Development Agency of Canada for the Regions of Quebec (CED) became the new name of the organization formerly known as the Federal Office of Regional Development (Quebec), or FORD(Q). FORD(Q) was created in June 1991, and has been part of the Industry Portfolio since January 1996.

In October 2005, the Agency became a fully autonomous entity upon the coming into force of its constituent legislation. Adoption of this new legislation is the outcome of a July 20, 2004, decision by the Prime Minister to grant full autonomy to the Agency and to the minister in charge.

Responsibilities

The mandate of Canada Economic Development for the Regions of Quebec is to promote the economic development of the regions of Quebec, paying special attention to those experiencing slow economic growth and inadequate employment, with a view to the enhancement of prosperity and employment in the long term.

In fulfilling its mandate, Canada Economic Development helps the Government of Canada deliver on its commitment with respect to Section 36 of The Constitution Act, 1982 to promote equality of opportunity for all Canadians in their pursuit of well-being and to further the economic development of all regions of the country in order to reduce disparity in opportunities.

The objectives and functions of the Minister responsible for the Agency are set out in Section I0 and following of the Economic Development Agency of Canada for the Regions of Quebec Act and relevant legislation.

Legislation

- Economic Development Agency of Canada for the Regions of Quebec Act
- Industrial and Regional Development Act
- Canada Small Business Financing Act
- Small Business Loans Act
- Special Areas Act regarding activities in the Province of Quebec
- Atlantic Enterprise Loan Insurance Regulations with regard to projects in the Province of Quebec
- Enterprise Development Regulations with regard to contributions and projects in the Province of Quebec

Organization

Canada Economic Development for the Regions of Quebec has its headquarter in Montreal and a liaison office in Gatineau. The Agency also has a network of 14 business offices in various regions of Quebec and provides clients with information on its programs and services through its Internet site.

The Executive Assistant, Vice-President, Operations, Vice-President, Policy, Planning and Information, Director General, Communications, Director General, Resource Management and Director, Legal Services, report to the President.

President

The President is responsible, on behalf of the Minister, for the day-to-day management of the Agency. She also supports and contributes to collective management of the government. She acts as senior policy advisor for the Minister and the government, and is assisted in her activities by her Executive Assistant who serves as a co-ordinator in support of senior management. The Executive Assistant heads the Corporate Secretariat, which is responsible for ministerial correspondence, parliamentary relations and enforcement of the Access to Information Act and the Privacy Act.

Operations

The Vice-President, Operations, is responsible for program development and the delivery of all Agency products and services, as well as for negotiating and managing partnership agreements with other federal departments and outside organizations, such as financial institutions. She is in charge of implementing agreements with the Quebec government, including the Infrastructure Agreement. The Vice-President, Operations,

heads the Programs Management Branch, the Operational Planning Branch, and a network of 14 business offices throughout Quebec.

The business offices, located in various parts of Quebec, are nerve centres for the delivery of the programs and services of Canada Economic Development for the Regions of Quebec. They play an active role in establishing the Agency's priorities and approaches and in adjusting programs and services to the local situation. Regional teams represent the Agency with local organizations and hold consultations with the community. They also enable the Government of Canada to publicize its policies and its activities with regard to the economic development of the regions.

Policy, Planning and Information

The Vice-President, Policy, Planning and Information, is responsible for defining the Agency's strategic orientations, carrying out the necessary socio-economic studies, providing the Agency's input to the creation of national policy, promoting Quebec regional interests at the federal level, maintaining the quality system, the performance measurement and managing information. She administers these operational entities: Governmental Affairs Branch located in Gatineau, the Policy and Planning Branch and the Quality, Information and Technologies Branch.

Communications

The Communications Branch is responsible for developing and implementing a communication program to inform the public of the Agency's contribution and, in the case of special mandates, the Government of Canada's contribution, to the economic development of the regions of Quebec. This Branch consists of three distinct and complementary directions in order to make the promotion of the programs and services of the Agency, they are: Strategies and Corporate Affairs, Regional Communications and Promotion and Information Outreach.

Resource Management

The Resource Management Branch provides advice, support and guidance to managers and employees in regards to different issues related to the management of human, financial and material resources. It ensures liaison with the Office of the Auditor General of Canada, the Treasury Board Secretariat and the Public Service Commission. It plays a leading role in creating and managing an administrative reform based on sound management practices resulting in effective decision making. The Branch is responsible for creating programs and policies and delivering strategic and corporate services in all areas related to the management of human resources. It also participates in implementing the Expenditure Management System, controlling revenues and expenditures and drawing up financial policies, procedures and systems. Lastly, it is responsible for the management of administrative and real property services, government contracts, purchasing and security.

Legal Services

The Legal Services Branch provides legal assistance and opinion relevant to the Agency activities. More specifically, Legal Services activities focus on commercial law and its impact on public law. The Branch also provides litigation support services.

Information Holdings

Program Records

Service Procurement Contracts
Description: Information system related to the administration of the Service Procurement contracts.
Topics: Information concerning the vendor and the contract value.
Program Record Number: CED ADM 001

Temporary Help Services Contracts
Description: List of contracts with each employment agency.
Topics: General information on vendors and the contract value.
Program Record Number: CED ADM 002

International Relations
Description: Files pertaining to Canada Economic Development relations with international bodies which, in the course of their activities, operate explicitly in the field of economic development, particularly in regional development (OECD, CEC, etc.).
Topics: Includes topics related to regional development originating in the public and the private sectors in Canada, OECD, etc.
Program Record Number: CED PPI 030

Policies Development
Description: Subjects related to options open to the Minister of Canada Economic Development with regard to the Government of Canada's regional development strategy in Quebec, the preparation of resulting policies and programs, and the establishment of funding options for initiatives under the strategy in question.
Topics: Strategic framework and sustainable development strategy, vitality and social economy.
Program Record Number: CED PPI 035

Economic Analysis
Description: Subjects related to the economic situation and trends in Quebec and its regions, key economic development sectors and the main challenges the Quebec economy will have to face in the future.
Topics: Socio-economic profiles of Quebec communities; report on the Quebec economy; structural adjustment; cyclical reports, ad hoc studies (innovation, research and development, productivity, technological intensity of the regions); research and development; innovation, entrepreneurship.
Program Record Number: CED PPI 040

Program Evaluation
Description: Subjects relating to evaluation of the effectiveness, efficiency and merit of federal regional development programs administered by the Agency in Quebec.
Topics: Evaluation report on Canada Economic Development regional development assistance programs.
Program Record Number: CED PPI 045

Policy Analysis
Description: Subjects proposed by various federal departments, and existing federal policies and programs, particularly from the standpoint of their impact on Quebec economic, on its regions and its SME's.
Topics: Impact of federal policies and programs on economic development in Quebec.
Program Record Number: CED PPI 055

Federal-Provincial Relations
Description: Subjects related to Canada Economic Development's relations with provincial organisms/departments who deal with economic, regional and SME's development in a significant manner.
Topics: Also deals with inter-governmental topics related to the Quebec government activities and other provinces or partners who have an impact on regional development.
Program Record Number: CED PPI 060

Internal Audit and Programs and Procedures Examination
Description: Subjects related to an independent examination to get an appreciation of risk management practices for decision-making, control and practices of management in relation to the contribution programs and the business procedures of Canada Economic Development.
Topics: Internal audit report or examination report on assistance programs to regional development and business procedures of Canada Economic Development.
Program Record Number: CED PPI 065

Communications
Description: Subjects pertaining to major issues for Canada Economic Development promotional and advertising plans, promotion and public relations program records.
Topics: Communications in general; publications; news clippings; press releases; speeches; audiovisual material; exhibitions.
Program Record Number: CED COM 005

The financial assistance programs listed below are old programs that are not active. The records are still available.

Regional Development Incentives Program (RDIP)

Canada/Quebec Subsidiary Agreement on Tourism Development

Innovation Assistance Program (IAP)

Assistance Program for Research Establishments (APRE)

Assistance Program for Disadvantaged Areas (APDA)

Federal Procurement Assistance Program (FPAP)

Support Program for Regional Development Activities (SPRDA)

Support Program for Fashion Design (SPFD)

Housing Program for Southwest Montreal (HPSM)

Enterprise Development Program (EDP)

Salmon Economic Development

Regional Development Program for Quebec (RDPQ)

Industrial Recovery Program for East End Montreal (IRPEEM)

Industrial Recovery Program for Southwest Montreal (IRPSM)

Manufacturing Productivity Improvement Program (MPIP)

Support Program for Technology Development Assistance Centres (SPTDAC)

Assistance Program for Major regional Facilities (APMRF)

Assistance Program for Industrial Infrastructure (APII)

Assistance Program for Tourist Attractions and Infrastructure (APTAI)

Montreal Development Fund Program (MDFP)

Special Assistance Program for the Development of the Montreal Region (APDM)

Industrial and Regional Development Program (IRDP)

Quebec Fishing Community Adjustment Measures (QFCAM)

Special Fund for the Economic Development and Adjustment of Quebec fishing communities (Coastal Quebec) (SFCQ)
Description: This bank contains project applications for funding assistance under the above mentionned programs. Each file consists of the applicant's profile and supporting documentation; the project's description, costs, financing, Financial statements, Business plan, an analysis of these projects and the Agency's recommendation and the contract.
Topics: Records on commercial or non commercial businesses, non-profit organizations and other institutions or organizations.
Program Record Number: CED OPE 005

Regional Strategic Initiatives Program (RSIP)
Description: This program involves developing and implementing strategies and action plans fostering the development of Quebec regions, including the FCEDI and CEDI-CR initiatives.
Topics: This file contains the applicant's request. Each request contains the applicant's profile and documentation; the project's description, costs, financing an analysis of the projects and the Agency's recommendation. The program is aimed at Commercial and non-commercial businesses, non-profit organizations, other institutions or organizations.
Program Record Number: CED OPE 010

Economic Recovery Assistance Program (ERAP) [Not active]
Description: Special Program created after the 1998 ice storm to assist businesses that suffered damage due to power failure.
Topics: This bank contains the terms and conditions of the program and the claims submitted by the businesses. Each claim consist of the applicant's profile and supporting documentation; the project's costs and analysis; and Canada Economic Development 's recommendation. The bank also contains reference and statistical data. Files have been transferred to the National Archives of Canada in 1999 for their historical value.
Program Record Number: CED OPE 015

Temporary Economic Reconstruction Program (TERP) [Not active]
Description: Special program created after the Saguenay flooding in 1996.
Topics: Terms and conditions regulating this program and requests for compensation for financial losses. Each file contains the applicant's profile and supporting documentation; the claims and Canada Economic Development 's recommendation. The files have been transfered to the National Archives of Canada in 2001 for their historical value.
Program Record Number: CED OPE 020

IDEA-SME Program
Description: Program enabling the Agency to offer SMEs a wide array of resources and services in the following domains: Innovation – Testing and experimentation to enhance natural resources – Productivity – E-Business – Export market -development – Entrepreneurship – Business climate.
Topics: Terms and conditions regulating this program and applications for funding. Each file consist of the applicant's profile and supporting documentation; the project's description, costs, financing; the analysis and the Agency's recommendation. Commercial and non-commercial businesses, non-profit organizations, businesses in the manufacturing and processing sectors, municipalities and other institutions, intermunicipal boards, regional county municipalities (MRCS), parapublic institutions and municipal organizations.
Program Record Number: CED OPE 025

Community Futures Program (CFP)
Description: This national program provides support for communities in all parts of the country to help them take charge of their own local economic development.
Topics: This bank contains the contract with the Community Futures Development Corporations

(CFDC's), the Community Economic Development Corporations (CEDC'S) and Business Development Centres (BDC's). It also contains the Annual reports of these organizations.
Program Record Number: CED OPE 030

Canadian Support Program for the Economy of Gaspé and the Magdalen Islands (CSPEGMI)
Description: This Program is a special measure to improve the economic situation in the Gaspé administrative region. It gives priority to enhancement of federal infrastructure, development of medium-sized enterprises, young people, local empowerment and emerging initiatives.
Topics: This bank contains the terms and conditions of the Program and the applications presented. Each file consist of the applicant's profile and supporting documentation; the project's costs and the analysis.The bank also contains reference and statistical data.
Program Record Number: CED OPE 040

Grant to the Conseil québécois des entreprises adaptées
Description: This grant was awarded to promote the integration of disabled persons into the labour force under Special Projects.
Topics: Non-profit organizations submitting an application for funding assistance.
Program Record Number: CED OPE 045

Grant to the Montreal Symphony Orchestra Endowment Fund (MSO)
Description: This grant was awarded under Special Projects to build the MSO Endowment Fund and redress its financial situation in the long term.
Topics: Non profit organization in the cultural sector. This file consist of the applicant's profile and supporting documentation; the project's description, costs, financing and analysis; and Canada Economic Development 's recommandation.
Program Record Number: CED OPE 050

Grant to the Quebec Port Authority
Description: Special Project to promote and develop marine shipping and the economic interests of the Quebec City region and Canada.
Topics: This file consist of the financial assistance request, the applicant's profile and supporting documentation; the project's description, costs, financing and analysis; and Canada Economic Development 's recommendation and implementation documentation.
Program Record Number: CED OPE 055

Canadian Apparel and Textile Industries Program (CATIP)
Description: This Program is a new initiative introduced by the Government of Canada to work in partnership with the apparel and textile companies so they can become more innovative and ready to pursue new market opportunities.
Topics: This file consist of the financial assistance request, the applicant's profile and supporting documentation; the project's description, costs, financing and analysis; and Canada Economic Development 's recommendation and implementation documentation.
Program Record Number: CED OPE 060

Canadian Textile's Program (CANtex)
Description: This Program is a new initiative introduced by the Government of Canada to help Canadian textile manufacturing firms become more competitive and ready to take advantage of new opportunities.
Topics: This file consist of the financial assistance request, the applicant's profile and supporting documentation; the project's description, costs, financing and analysis; and Canada Economic Development 's recommendation and implementation documentation.
Program Record Number: CED OPE 065

Softwood Industry and Community Economic Adjustment Initiative
Description: The Government of Canada implemented this initiative to bring assistance to the workers and communities affected by the softwood crisis.
Topics: This file consist of the financial assistance request, the applicant's profile and supporting documentation the project's description, costs, financing and analysis; and Canada Economic Development 's recommendation and implementation documentation.
Program Record Number: CED OPE 070

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Administration

Buildings and Properties

Finance

Furniture and Furnishings

Personnel

Particular Personal Information Banks

Service Procurement Contracts
Description: This file contains information on all administrative aspects of each contract.
Class of Individuals: Persons hired by service contract.
Purpose: This bank contains information essential for contract management.
Consistent Uses: None
Retention and Disposal Standards: The records are retained for a six-year period and then destroyed by the National Archives of Canada.
RDA Number: 99/004
Related PR#: CED ADM 001
TBS Registration: 003226
Bank Number: CED PPU 010

Temporary Help Service contracts
Description: This data bank contains information on the nature of the services provided, period of contract, amounts spent and the contracts themselves.
Class of Individuals: Persons hired by the Canada Economic Development under temporary service contracts.
Purpose: The information was compiled to keep accounts, reference data and statistics.
Consistent Uses: None
Retention and Disposal Standards: The records are retained for a six-year period and then destroyed by the National Archives of Canada.
RDA Number: 99/004
Related PR#: CED ADM 002
TBS Registration: 003227
Bank Number: CED PPU 015

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Classes of Personal Information

In the course of Canada Economic Development programs and activities, personal information, which is not contained in the specific information banks described in this entry, may be accumulated. This information exists in a fragmented form in Canada Economic Development files, and is stored in the general subject files, which are not normally retrieved by the name of the individual or other personal identifier. This type of information is retrievable only if specifics are provided concerning the subject matter, related departmental activity, and the date on which the information was received by Canada Economic Development and the name of the person to whom it was addressed. The personal information contained in these files is retained for the same period of time as the related subject information and disposed of according to the appropriate records schedules.

Manuals

- Document Classification
- Comptrollership
- Personnel Management
- Guide to Program Administration
- Quality Manual (ISO)
- Memorandum to Cabinet
- Administrative Policy
- Corporate Policy on Human Resources
- Approval and signing authority for Human Resources
- Submission to Treasury Board and Governor in Council
- Health and Safety

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

You will find information on all our active Programs at the following Web Site address:
http://www.dec-ced.gc.ca/asp/General/main.asp

Objectives and functions of the Agency:
http://laws.justice.gc.ca/en/E-1.3/index.html

The Canada Business Service Centre (CBSC) Initiative now referred to as Canada Business is a collaborative arrangement among 43 Government of Canada departments, provincial, territorial governements and, in some cases, not-for-profit organizations, that helps Canadian entrepreneurs get the correct and region-appropriate information, advice and support they need to build their businesses.

Three regional development agencies and Industry Canada are designated as federal managing partners and are responsible for the development and management of the centres in their areas. Canada Business is located at the following address:

Canada Business
Documentation Centre
380 St. Antoine Street West, Suite 6000
Montreal, Quebec H2Y 3X7

Telephone: 514-496-4636
Facsimile: 514-496-5934

A documentation centre is also located at:

Ressources Entreprises
2014 Jean-Talon Street North
Sainte-Foy, Quebec G1N 4N6

Telephone: 418-649-4636
Facsimile: 418-682-1144

For more information, please refer to Industry Canada's chapter.

Requests for further information about the Agency and its various programs and functions may be directed to:

Abitibi-Témiscamingue

906 5th Avenue
Val-d'Or, Quebec J9P 1B9

Telephone: 819-825-5260
1-800-567-6451
Facsimile: 819-825-3245

Bas-Saint-Laurent

Immeuble Trust Général du Canada
2 Saint-Germain Street East, Suite 310
Rimouski, Quebec G5L 8T7

Telephone: 418-722-3282
1-800-463-9073
Facsimile: 418-722-3285

Centre-du-Quebec

Place du Centre
150 Marchand Street, Suite 502
Drummondville, Quebec J2C 4N1

Telephone: 819-478-4664
1-800-567-1418
Facsimile: 819-478-4666

Côte-Nord

701 Laure Boulevard, 2nd Floor, Suite 202B
P.O. Box 698
Sept Îles, Quebec G4R 4K9

Telephone: 418-968-3426
1-800-463-1707
Facsimile: 418-968-0806

Estrie

Place Andrew Paton
65 Belvédère Street North, Suite 240
Sherbrooke, Quebec J1H 4A7

Telephone: 819-564-5904
1-800-567-6084
Facsimile: 819-564-5912

Gaspésie–Îles-de-la-Madeleine

120, rue de la Reine, 3e étage
Gaspé (Quebec) G4X 2S1

Telephone: 418-368-5870
1-866-368-0044
Facsimile: 418-368-6256

Île-de-Montreal

3340 l'Assomption Blvd.
Montreal, Quebec H1N 3S4

Telephone: 514-283-2500
Facsimile: 514-496-8310

Laval–Laurentides–Lanaudière

Tour Triomphe II
2540 Daniel-Johnson Blvd., Suite 204
Laval, Quebec H7T 2S3

Telephone: 450-973-6844
1-800-430-6844
Facsimile: 450-973-6851

Mauricie

Immeuble Bourg du Fleuve
25 des Forges Street, Suite 413
Trois-Rivières, Quebec G9A 2G4

Telephone: 819-371-5182
1-800-567-8637
Facsimile: 819-371-5186

Montérégie

Complexe Saint-Charles
1111 Saint-Charles Street West, Suite 411
Longueuil, Quebec J4K 5G4

Telephone: 450-928-4088
1-800-284-0335
Facsimile: 450-928-4097

Nord-du-Quebec

Tour de la Bourse
800 Victoria Square, Suite 3800
P.O. Box 247
Montreal, Quebec H4Z 1E8

Telephone: 514-496-7609
1-800-561-0633
Facsimile: 514-283-3637

Infrastructure Branch

505 de Maisonneuve Blvd. West, Suite 255
Montreal, Quebec H3A 3C2

Telephone: 514-496-8648
Facsimile: 514-283-8080

Outaouais

259 Saint-Joseph Boulevard, Suite 202
Gatineau, Quebec J8Y 6T1

Telephone: 819-994-7442
1-800-561-4353
Facsimile: 819-994-7846

Quebec–Chaudière–Appalaches

Édifice John-Munn
Dalhousie Street, 2nd Floor
Quebec, Quebec G1K 4C1

Telephone: 418-648-4826
1-800-463-5204
Facsimile: 418-648-7291

Saguenay–Lac Saint-Jean

170 Saint-Joseph Street South, Suite 203
Alma, Quebec G8B 3E8

Telephone: 418-668-3084
1-800-463-9808
Facsimile: 418-668-7584

Head Office

Tour de la Bourse
800 Victoria Square, Suite 3800
P.O. Box 247
Montreal, Quebec H4Z 1E8

Telephone: 514-283-6412
Facsimile: 514-283-3302
Internet: www.ced-dec.gc.ca

Governmental Affairs

Place du Portage, Phase II
165 Hôtel-de-Ville-Street
P.O. Box 1110, Station B
Gatineau, Quebec J8X 3X5

Telephone: 819-997-3474
Facsimile: 819-997-3340

Reading Room

Canada Economic Development has designated a space in the Canada Business premises as a public reading room under the Access to Information Act. The address is:

Canada Business
380 St. Antoine Street West, Suite 6000
Montreal, Quebec H2Y 3X7

Telephone: 514-496-4636
Facsimile: 514-496-5934

Canada Emission Reduction Incentives Agency

Chapter 15

General Information

Background

The Act creating the Canada Emission Reduction Incentives Agency came into force on October 3, 2005 in accordance with the Order in Council number PC 2005-1716. The Agency however is not and will not be operational until the Treasury Board approves its business plan and its budget is approved by Parliament.

Legislation

- Canada Emission Reduction Incentives Agency Act

Canada Firearms Centre

Chapter 16

General Information

Background

The Canada Firearms Centre (CAFC) is administered by the National Police Services Branch (NPS) of the Royal Canadian Mounted Police (RCMP). The Deputy Head of the CAFC is the Commissioner of Firearms, who is appointed pursuant to section 81.1 of the Firearms Act.

Responsibilities

The National Police Services Branch is responsible for overseeing the implementation of the Firearms Act and the administration of the Canadian Firearms Program. The Act and Program aim to reduce the misuse of firearms through such measures as the licensing of firearm owners and users, the registration of firearms, safety-training requirements, and controls over the import, export, transportation, storage and display of firearms.

In addition to providing administrative direction and funding to the Canadian Firearms Program, the National Police Services Branch (NPS) maintains the Canadian Firearms Information System (CFIS), a fully integrated, automated information system that provides administrative and enforcement support to all partners involved in implementing the Firearms Program. The NPS also controls the remaining files contained in the Restricted Weapon Registration System (RWRS), collected under previous legislation.

Other responsibilities include, for example, consultation and research; the development of policies, legislation and regulations pertaining to firearms; the development of forms to capture data required by the Firearms Act and its supporting regulations; the development and management of safety-education materials; the negotiation of agreements with the participating provinces, other federal departments and other countries.

The Centre maintains a Web site at www.cfc-cafc.gc.ca, as well as an enquiries line that operates toll free throughout Canada and the U.S. [telephone: 1-800-731-4000].

Legislation

- Firearms Act S.C. (1995), c. 39
- An Act to amend the Criminal Code (firearms) and the Firearms Act S.C. (2003) c. 8

Organization

The Commissioner of Firearms, who is appointed pursuant to section 81.1 of the Firearms Act, is responsible for the overall administration of the Firearms Program. The Commissioner of Firearms reports to the Minister of Public Safety. The authority to carry out most requirements of the Firearms Act rests with the Registrar of Firearms and with federally and provincially appointed Chief Firearms Officers and customs officers.

Information Holdings

Program Records

Access to Information and Privacy
Description: Contains records relating to the administration of the access to information and privacy legislation, information collection and public opinion research, information management practices and inventories of information holdings.
Topics: Procedures; reports; studies; audits; legal advice; surveys; personal information banks; disclosures to investigative bodies; consultations; requests; complaints and correspondence.
Program Record Number: CFC 405

Technology Management
Description: Contains records pertaining to technological requirements and solutions for the effective operation of the Canadian Firearms Program.
Topics: Number of service providers; commercial publicity and estimates; recommendations to senior management; Local Area Network (LAN) administration and support.
Program Record Number: CFC 500

Parliamentary Affairs
Description: Contains records pertaining to Parliamentary proceedings involving the Firearms Act and the Canadian Firearms Program.
Topics: Correspondence between the Commissioner and Ministers; briefing book on Bill C-15, (An Act to amend the Criminal Code and Other Acts), briefing binders for the Minister; manual for the implementation of the Firearms

Act and the Firearms Control Program; drafts of legislative and regulatory amendments; circulation of various opinions; various agendas for parliamentary activities; questions raised during Question Period; motions; memos.
Program Record Number: CFC 941

Legislative Training
Description: Contains records pertaining to the development, production and delivery of training materials for police, judges, prosecutors and justices of the peace.
Topics: Correspondence; consultations; focus group sessions; samples of manuals, handbooks and videos; offences and penalties; distribution lists.
Program Record Number: CFC 332253

Communications
Description: Contains records pertaining to communications activities to inform Canadians and visitors to Canada about the Firearms Act and the Canadian Firearms Program.
Topics: Communication strategies; surveys; opinion polls; exhibit and trade show activities; Web-site development; speeches; presentations; correspondence with the public; call-centre activities; video cassette inventory list.
Program Record Number: CFC 600

Advertising Campaigns
Description: Contains information on radio, television and print advertising campaigns to promote awareness of, and compliance with, requirements under the Firearms Act.
Topics: Copies of print, television and radio advertisements; contracts for the design, production and placement of advertisements; records of advertisement placement and dates.
Program Record Number: CFC 610

Canadian Firearms Information System (CFIS)
Description: Contains records pertaining to the development and operation of the fully integrated, automated, system used to provide administrative and enforcement support for the Firearms Act and firearm-related offences in the Criminal Code. CFIS was previously known as the Canadian Firearms Registration System (CFRS), records of which are also contained herein.
Topics: Licensing of firearms owners/users, registration of all firearms, and the issuance of authorizations related to restricted and prohibited firearms; surrender & disposal of firearms, The Canadian Firearm Registry On-line (CFRO) is a subset of the information on CFIS, and is linked to the Canadian Police Information Centre (CPIC)
Program Record Number: CFC 505

Restricted Weapons Registration System (RWRS)
Description: Automated information system that provided administrative and enforcement support to partners.
Note: As of December 1998 no new registration records have been entered in this system. The RWRS was replaced by Canadian Firearms Information System (CFIS).
Topics: applications to register restricted weapons (firearms), registration certificates, and weapons that are recorded to police agencies, government departments, museums, firearm businesses and others, inter provincial permits to carry, transport or convey restricted weapons as required.
Program Record Number: CFC 100-14

Chief Operating Officer
Description: Contains records pertaining to the operation of the Canadian Firearms Program and the involvement of program partners.
Topics: Correspondence and presentations, dealing with software products, licensing issues, etc.
Program Record Number: CFC 332215

Facilities Management
Description: Contains records pertaining to accommodations, furnishings, contracts, parking facilities, etc.
Topics: Contracts and leases; policies and procedures pertaining to ID cards and building passes; equipment inventory; process equipment write-offs; transfers of assets; draft asset policy; manager's desk book; hospitality; meeting planning,
Program Record Number: CFC 105

Operational – General
Description: Contains records pertaining to operational activities of the Canada Firearms Centre and partners.
Topics: Licensing of businesses and individuals; authorizations to transport or carry restricted or prohibited firearms; approvals of shooting clubs and ranges; firearm registration; transfers; exhibits; safe storage and display of firearms; gun shows; importing and exporting of firearms.
Program Record Number: CFC 170

Safety Training
Description: Contains records pertaining to the development and maintenance of courseware for the Canadian Firearms Safety Course and the Canadian Restricted Firearms Safety Course,

and activities to familiarize Chief Firearms Officers with course contents.
Topics: Includes course manuals; audio-visual aids; posters; written and practical tests; instructor guides; recommendations; presentations to Chief Firearms Officers; strategic plans; contracts.
Program Record Number: CFC 332226

Publications
Description: Contains fact sheets, pamphlets, bulletins, posters, and other materials produced by the Canada Firearms Centre to provide information on the Firearms Act and supporting regulations.
Topics: Licensing; registration; safety training; adaptations for Aboriginal peoples; importing firearms; firearm transfers; different classes of firearms; inherited firearms; safe storage, display and transportation; requirements for visitors to Canada; special bulletins for key groups such as police, public agencies, businesses, outfitters, carriers, shooting clubs and ranges.
Program Record Number: CFC 642

Project Control and Management
Description: Contains records pertaining to the implementation of the Firearms Act and the Canadian Firearms Program.
Topics: Project management framework; cost control and reporting framework; risk management; long-term strategic planning; training; organization; readiness status report of the Canadian Firearms Information System; alternative service delivery (ASD) implementation; management milestones; implementation calendar; briefings (managers and partners); records of decision; deliverables; schedule of planned activities and events; status reports etc.
Program Record Number: CFC 180-295

Firearms Act and Regulations
Description: Contains records pertaining to the development and tabling of Bill C-68, supporting regulations, and subsequent amendments.
Topics: Drafts; changes; correspondence; discussion paper; manual for the implementation of the Act and the Firearms Program; various opinions; documents supporting the introduction and implementation of the Act; etc.
Program Record Number: CFC 115

Ministerial Correspondence
Description: Contains records of Ministerial correspondence to and from the public.
Topics: Replies to questions and opinions submitted by Canadians on a wide variety of issues related to firearm controls.
Program Record Number: CFC 410-7

Circulars, Directives and Orders
Description: Contains records pertaining to departmental administrative and operating orders.
Topics: circular letters; directives; regulations; and orders in council.
Program Record Number: CFC 115

Acquisition Cards
Description: Contains policies and procedures on acquisition cards (credit cards) and obligations of the cardholder.
Topics: Treasure Board policies; CAFC acquisition card procedures; insertion of procedures in various handbooks and user guides.
Program Record Number: CFC 100-25

International Affairs
Description: Contains records of the Canada Firearms Centre's involvement in international firearm issues and agreements.
Topics: Correspondence; enquiries; project planning for international resolution; negotiations and agreements Related a bilateral convention; official visits; international and United Nations workshops; proposal for a departmental support staff assignment centre (DSSAC).
Program Record Number: CFC 103

Canadian Firearms Registry (CFR) Transition
Description: Contains records pertaining to the transfer of the Canadian Firearms Registry from the RCMP to the Canada Firearms Centre.
Topics: personnel, equipment and budget arrangements.
Program Record Number: CFC 100-29.

Coding
Description: Contains lists and charts to identify the responsibility centres:
Topics: Assets, budget allocations and expenditures.
Program Record Number: CFC 100-30

Briefing Notes and Talking Points
Description: Contains records pertaining to questions in the House of Commons about specific issues and events.
Topics: Background information; speeches; suggested replies; etc.
Program Record Number: CFC 110

Committees, Conferences, and Meetings
Description: Contains records of conferences and meetings involving various committees within the Canada Firearms Centre.
Topics: Agendas; notices; minutes of meetings; proceedings; status reports; presentations etc.
Program Record Number: CFC 130

Partnerships
Description: Contains records pertaining to partnerships established with other federal and provincial departments and agencies
Topics: Justice Canada; Solicitor General Canada; Canada Customs and Revenue Agency, Health Canada, the Royal Canadian Mounted Police, the Canadian Association of Chiefs of Police, various advisory committees, enforcement agencies, National Crime Prevention Centre.
Program Record Number: CFC 135

Plans and Programs
Description: Contains records of the Department of Justice's preliminary assessment of the firearm situation in Canada and the advisability of proceeding with new legislation as well as information contained in the Canadian Firearms Information System (CFIS).
Topics: Agendas; notices; minutes of meetings; proceedings; status reports; presentations; information requests made under the Access to Information and Privacy (ATIP) Acts relating to firearms licencing and registration, while the centre was part of Justice Canada.
Program Record Number: CFC 140

Reports and Statistics
Description: Contains various reports and statistics pertaining to the Canadian Firearms Program.
Topics: Annual Report; monthly reports from the Central Processing Site on applications received, processed and rejected; polls; surveys; status reports; reports from partner organizations; Canadian and international firearms research and statistics; firearm crime; weekly reports to the Minister, etc.
Program Record Number: CFC 180

Correspondence Management
Description: This series of files is dedicated for the "How To" information from various directives in the federal government (Privy Council, Treasury Board, Public Service Commission, Library and Archives Canada, etc.).
Topics: Correspondence procedures, quality and production control, use of form and guide letters, signing authorities, channels of communication, subject files for drafting replies for Ministers/ Cabinet (Federal and Provincial) and senior officials on questions relating to the mandate of CAFC. This grouping also includes information on the CCM Mercury tracking system.
Program Record Number: CFC 410

Forms Management
Description: Contains records pertaining to the various forms required for licence, registration and authorization applications verification, client information changes and privilege documents.
Topics: Analysis of form requirements; form design; physical characteristics of forms; control measures; review; authorization; identification of forms.
Program Record Number: CFC 420

Finance
Description: Contains records pertaining to administration (accounting) processing activities and higher-level management activities.
Topics: Budgeting; financial planning; performance measurement, control and reporting; analysis and planning; classification of accounts; budgetary control; development of financial information systems and controls accounting and control of expenditures and revenues accounting for assets and liabilities, accounting for special funds and accounts, revolving funds and Treasury Board submission request for adjustment and additional resources and documents related to contracts and requisitioning, procuring, issuing, maintenance and supplies.
Program Record Number: CFC 250

Firearms Interest Police (FIP)
Description: This series regroups a variety of information from police forces that are of interest in the Firearms Act.
Topics: Operating manuals; Firearms Act information line call back requests.
Program Record Number: CFC 332258

Pre 1995 Firearms Controls
Description: All files relating to the firearms controls in place prior to 1995.
Topics: the licensing of firearm owners/users, registration of all firearms, and the issuance of permits related to restricted and prohibited firearms.
Program Record Number: CFC 115

Policy and Accountability
Description: The Canada Firearms Centre (CAFC) was established in April 2003. The CAFC succeeded the Canadian Firearms Centre which was part of the Department of Justice. The CAFC continues to work on the development and implementation of the legislative and regulatory framework for the Canadian Firearms Program.
Topics: The Canada Firearms Centre has undertaken the implementation phase of the Canadian Firearms Information System,

and the development and distribution of Information products for the general public and specific audiences (e.g. program clients, police officers, etc.)
Program Record Number: CFC 240

Research
Description: Contains various research documents issued by the CAFC.
Topics: Correspondence on firearms prohibition orders; study reports; firearms research annotated bibliography on selected issues; working documents; restricting conventional proliferations; research enquiries; case monitoring exceptions; case studies; survey on firearms ownership project control group; domestic violence; control of military type firearms; firearms issues; firearms offences; firearms registration; firearms smuggling; international projects; research materials.
Program Record Number: CFC 332275

Agreements and Memoranda
Description: Contains records of Memoranda to Cabinet; records of other memoranda of the Canada Firearms Centre concluded with other departments, governments and stakeholders.
Topics: Supporting documentation and arguments with recommendation to proceed with the course of action to provide services; monies for services rendered; contributions as outlined in the memoranda.
Program Record Number: CFC 125

Audits and Evaluations
Description: Contains records pertaining to an examination of the policies and procedures of the CAFC in relation to the Canadian Firearms Information System (CFIS) and the Policy and Programs Directorate.
Topics: Various evaluations of the process of the activities; audits and evaluations conducted by the internal audit group of DOJ; audits by the Auditor General of Canada and external firms.
Program Record Number: CFC 181

Mail Room Services
Description: Contains records pertaining to mail pick-up, delivery and messenger services.
Topics: mailing lists, activities log, service delivery models, manuals etc.
Program Record Number: CFC 440

Information Management

Aboriginal Issues – Consultations
Description: Contains records of consultations with Aboriginal communities pertaining to the Firearms Act.
Topics: Hunting and sustenance; Aboriginal justice; relations between Aboriginal people and their province of residence; national aboriginal organizations; members of parliament; regulations.
Program Record Number: CFC 146

Aboriginal Issues – General
Description: Contains information on treaty rights and other issues that may affect the application of certain Firearms Act provisions in some Aboriginal communities.
Topics: Research and surveys amongst the various reserves; correspondence; faxes; community administration; contracts on implementation and administration of firearms legislation in aboriginal files.
Program Record Number: CFC 332204

Education Training
Description: This grouping of files deals with the training of Chief Firearms Officers in regard to course content.
Topics: audio visual aids, presentations, orientations, strategic plans and training sessions.
Program Record Number: CFC 332225

Records Management
Description: Canada firearms Centre information retrieval service with manual and electronic aids.
Topics: subject file classification system; referencing and classifying material, received correspondence reports and other instruments and central records.
Program Record Number: CFC 450

Security
Description: Contains records pertaining to business processes and activities related to security.
Topics: personnel security and clearances; physical security; threat and risk assessments; business continuity planning; IT security; identification of sensitive and classified information and assets, communications security documents, administrative investigations and public key infrastructures (encryption and decryption).
Program Record Number: CFC 200

Smuggling Review
Description: Contains correspondence with other federal, provincial, international and non-government departments and organizations to determine smuggling activities in various jurisdictions and to examine solutions.
Topics: National firearms enforcement support; assistance to the Canada Firearms Centre; Core Group on the Illegal Movement of Firearms; crime gun data bank; various enforcement agencies;

international core groups; Canada Post; research surveys; reports and statistics.
Program Record Number: CFC 332295

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Adminstration and Management Services

Automated Document, Records and Information Management Systems

Business Continuity Plans (BCP)

Employment and Staffing

Information Technology Services

Hospitality

Human Resources

Occupational Health, Safety and Welfare

Official Languages

Personnel

Physical Security

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Vehicles

Particular Personal Information Banks

Canadian Firearms Program
Description: Personal information in this bank is collected under the statutory authority of the Firearms Act and related Regulations and is used by federal and provincial officials in the administration of this legislation. The bank describes applications for the licensing of individuals, firearms businesses, carriers, museums; applications for public agency identification numbers; applications for the registration of firearms; and applications and results of safety training courses taken by individuals. Most of the personal information in the bank is contained in the application forms for the Possession Only Licence, Possession and Acquisition Licence, Minors' Licence, firearms business licence, and the application to register firearms.

In addition, this bank describes information about licences for businesses, individuals and carriers; registration certificates; firearms that are recorded to police agencies, government departments, and others, inter provincial and international carrier licences, the names of the individuals who are approved verifiers; and authorizations to import and export firearms as required under the Firearms Act. The data bank also describes documentation on refusals and revocation of registration certificates, carrier licences and authorizations to import and export. It also contains applications from individuals or business' regarding licences or authorizations that are refused or revoked by the Chief Firearms Officer (CFO) and documentation on prohibition orders of which the CFO is informed under Section 89 of the Firearms Act. It should be noted that not all import and export requirements are yet in force. Personal information from these applications may include: name, address, telephone number, firearm(s) owned, as well as an indication (from boxes checked by the applicant) of the following: firearms licence refusals, revocations or prohibition orders, criminal convictions or discharges, emotional and behavioural problems, incidents involving violent behaviour, marital status, citizenship, and financial difficulties. The bank may also describe the name, address and telephone number of the spouse/ common-law partner, guarantors, references, and those in a prescribed relationship to a business. It may describe additional personal information by way of an indication of a police occurrence report or a mention that interviews were conducted with guarantors and spouses and investigative reports were prepared in the course of issuing a licence or registration certificate under the Firearms Act. It may also indicate that medical records were reviewed upon receipt of written consent of the applicant. Details of interviews and reports are held by the provinces/territories. Records are kept on transactions conducted through the 1-800 Call Centre and the secure web site. Finally, records are kept on enquiries to which the Policy, Communications and Consultation Directorate responds.

Information described in this bank may be maintained in hard copy, on microfilm or other long-term storage medium, and in automated form in the Canadian Firearms Information System (CFIS).
Class of Individuals: Individuals who have applied for licences, registrations and other privileges or authorizations under the firearms

legislation and have been issued them, or had licences, registration certificates and authorizations refused or revoked; or have been prohibited from possessing firearms, ammunition or other explosive substance.
Purpose: The administration and enforcement of firearms control legislation and regulations in Canada and at Canadian borders.
Consistent Uses: Certain information in this bank may be used by domestic and foreign accredited law enforcement agencies in the enforcement and administration of the law and in the detection, prevention or suppression of crime.
Retention and Disposal Standards: Information in this bank is retained for a minimum of ten years. Some information may be retained permanently pursuant to paragraph 83(1) (a) of the Firearms Act and subsection 4(2) and Section 6 of the Firearms Records Regulations. Where the record has been designated as having archival or historical value, the record shall be transferred to the control of the Library and Archives Canada; and where the record has not been so designated, it shall be destroyed.
RDA Number: To be determined
Related PR#: CFC 505
TBS Registration: 005478
Bank Number: CFC PPU 100

Restricted Weapon Registration System (RWRS)
Description: This data bank contains applications to register restricted and prohibited firearms, registration certificates, and other firearms that are recorded to police agencies, government departments, museums, firearm businesses and others, inter provincial authorizations to carry or transport restricted weapons as was required under former Part III of the Criminal Code of Canada (prior to 98-12-01). The data bank also contains documentation on prohibition orders, refusals and revocation of registration certificates and inter provincial authorizations to carry. Under the Firearms Act, the Registrar of Firearms has the authority to maintain a registry of every Firearms Registration Certificate. In addition to the requirements on the Personal Information Request Form, individuals must provide their full name, date of birth and address. Information in relation to registration certificates, refusals or revocations of registration certificates, and inter provincial authorizations to carry restricted weapons(s) is located at the Canada Firearms Centre, Ottawa, Ontario. Individuals wishing to access only specific information should identify the material desired, to expedite the processing of their requests. Information in this bank may be maintained in hard copy, on microfilm, and in automated form.
Class of Individuals: Individuals who have applied to register restricted or prohibited firearms in Canada and have been issued a registration certificate; applied to the local registrar (L.R.) of firearms for an authorization to carry/transport a restricted/prohibited firearm in Canada; been refused or have had a permit or certificate revoked or have been prohibited from possessing firearms.
Purpose: The administration and enforcement of firearms control legislation in Canada.
Consistent Uses: Information in this bank is used by domestic and foreign accredited law enforcement of federal, provincial/state and municipal governments, and Chief Firearms Officers, in the administration or enforcement of the law and in the detection, prevention or suppression of crime in general. This information may be matched with information from other personal information banks and/or program records. All linkages for the purpose of administration or enforcement of the law and in the detection, prevention or suppression of crime are in compliance with the provisions of the Privacy Act.
Retention and Disposal Standards: Certain information in this bank is retained permanently pursuant to the Firearms Records Regulations. Where the record has been designated as having archival or historical value, the record shall be transferred to the control of Library and Archives Canada and where the record has not been so designated, it shall be destroyed.
RDA Number: To be determined
Related PR#: CFC 100-14
TBS Registration: 005477
Bank Number: CFC PPU 101

Information Disclosed Pursuant to Paragraph 8(2)(m) of the Privacy Act
Description: This bank contains copies of personal information disclosed pursuant to paragraph 8(2)(m) of the Privacy Act, as well as internal memoranda and correspondence with the Privacy Commissioner.
Class of Individuals: Individuals whose personal information was disclosed because the public interest in disclosure clearly outweighed any invasion of privacy that could have resulted from the disclosure, or because the disclosure clearly benefited the individual to whom the information relates.
Purpose: The bank is used to record disclosures of personal information under paragraph 8(2)(m)

of the Privacy Act and to report on the number of these requests.
Consistent Uses: Information in this bank is used by domestic and foreign accredited law enforcement of federal, provincial/state and municipal governments, and Chief Provincial Territorial Firearms Officers, in the administration or enforcement of the law and in the detection, prevention or suppression of crime in general. This information may be matched with information from other personal information banks and/or program records. All linkages for the purpose of administration or enforcement of the law and in the detection, prevention or suppression of crime are in compliance with the provisions of the Privacy Act.
Retention and Disposal Standards: The retention and disposal standards are currently being developed.
RDA Number: To be determined
Related PR#: CFC 405
TBS Registration: 005476
Bank Number: CFC PPU 200

Information Disclosed to Investigative Bodies Pursuant to Paragraph 8(2)(e) of the Privacy Act
Description: This bank contains copies of requests for disclosure of personal information submitted under paragraph 8(2)(e) of the Privacy Act by investigative bodies listed in Schedule II of the Privacy Regulations. This bank also contains replies to such requests and particulars related to their processing.
Class of Individuals: Individuals about whom requests for personal information have been received from federal investigative bodies pursuant to paragraph 8(2)(e) of the Privacy Act.
Purpose: The bank is used to record disclosures of personal information to federal law enforcement bodies under paragraph 8(2)(e) of the Privacy Act and to report on the number of these requests.
Consistent Uses: Information in this bank is used by domestic and foreign accredited law enforcement of federal, provincial/state and municipal governments, and chief provincial/territorial firearms officers, in the administration or enforcement of the law and in the detection, prevention or suppression of crime in general. This information may be matched with information from other personal information banks and/or program records. All linkages for the purpose of administration or enforcement of the law and in the detection, prevention or suppression of crime are in compliance with the provisions of the Privacy Act.
Retention and Disposal Standards: The retention and disposal standards are currently being developed.
RDA Number: To be determined
Related PR#: CFC 405
TBS Registration: 005475
Bank Number: CFC PPU 201

Mailing Lists:
Description: This bank describes information used to maintain mailings lists for the Canada Firearms Centre. The personal information collected includes the individual's name, organizational title, mailing address, telephone number and fax, email address, and language preference.
Class of Individuals: Members of the general public or individuals representing private sector companies and non-government organizations that have provided their contact information to obtain copies of publications and/or documentation.
Purpose: To create and maintain standardized mailing lists used for the distribution of communications material, publications, reports, and other documentation related to the programs and activities of the Canada Firearms Centre.
Consistent Uses: Non-personal information may be used to provide reports on Canada Firearms Centre communications activities to management. The information may also be used for research, planning, audit and evaluation purposes.
Retention and Disposal Standards: The retention and disposal standards are currently being developed.
RDA Number: To be determined
Related PR#: CFC 440
TBS Registration: 005936
Bank Number: CFC PPU 006

Inquiries by Firearms Owners, Licence Applicants and the general public
Description: This bank describes information used in the preparation of responses to registration and licence applicants about the interpretation of a section, subsection, etc., of the Firearms Act. The personal information collected includes individual's name, mailing address, telephone number, and possibly firearms registration number and Licence number, if provided in the inquiry.
Class of Individuals: Registration or licence applicants and members of the public making inquiries
Purpose: To manage, in a consistent and time-efficient manner, the receipt of, and responses to, inquiries received about the interpretation of the Firearms Act, as well as to conduct a quality assurance review of correspondence clients. This information is also used as a research tool for

officers that need to answer/interpret the Act to ensure that they respond in a consistent manner.
Consistent Uses: This information may be used for planning, audit and evaluation purposes.
Retention and Disposal Standards: The retention and disposal standards are currently being developed.
RDA Number: To be determined
Related PR#: CFC 600
TBS Registration: 005935
Bank Number: CFC PPU 007

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records and Information Management Systems

Business Continuity Plans

Electronic Network Monitoring Logs

Executive Correspondence Management Systems

Internal Disclosure of Wrongdoing in the Workplace

Personnel Security Screening

Security Video Surveillance & Temporary Visitor

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and Privacy Act.

To access information under the Privacy Act, individuals must provide their full name and date of birth in addition to the requirements indicated on the Personal Information Request Form. If required, they should also submit their firearms licence number, firearms registration certificate number, or other identifiers sufficient to permit accurate retrieval of information. To expedite the processing of their request, individuals wishing to access only specific information should identify the material desired. Responsibility for responding to requests is shared between various jurisdictions.

Additional information about the Canada Firearms Centre may be obtained from:

Canada Firearms Centre
Communications Division
Ottawa, Ontario K1A 1M6

Telephone: 1-800-731-4000

Regional Offices

In addition to the headquarters and Canadian Firearms Registry offices, which are located in Ottawa, Ontario, there are five regional Chief Firearms Officer (CFO) offices. The Newfoundland and Labrador CFO office is located in St. John's, Newfoundland; the CFO office of British Columbia and Yukon is located in Surrey, British Columbia; the CFO of Alberta and Northwest Territories office is located in Edmonton, Alberta; the CFO for Saskatchewan office is in Regina, Saskatchewan; the CFO of Manitoba and Nunavut is located in Winnipeg, Manitoba. The Central Processing site offices are located in Miramichi, New Brunswick.

Reading Room

Ministry of the Public Safety & Emergency Preparedness Canada
340 Laurier Avenue West
Ottawa, Ontario K1A 0R2

Hours: 8:00 to 15:00

Note: Future submissions to Info Source of the Canada Firearms Centre will appear in the chapter dedicated to the Royal Canadian Mounted Police.

Canada Industrial Relations Board

Chapter 17

General Information

Background

The Canada Industrial Relations Board is an independent, representational, quasi-judicial tribunal responsible for the interpretation and application of the Canada Labour Code, Part I (Industrial Relations) and certain provisions of Part II (Occupational Health and Safety).

Part I of the Canada Labour Code had remained virtually unchanged since 1972. However, with the coming into force on January 1, 1999, of Bill C-19, an Act to amend the Canada Labour Code (Part I), R.S. 1998 C. 26, significant changes were made to the Code in an effort to modernize it and improve the collective bargaining process for federally regulated industries. The Act also replaced the former Canada Labour Relations Board with the Canada Industrial Relations Board.

The Board has jurisdiction in regard to some 1,300,000 employees engaged in federal jurisdiction industries, which include interprovincial transportation (air, land and water), broadcasting, banking, longshoring and grain handling, and to private sector employees in Nunavut, the Yukon, and the Northwest Territories.

Responsibilities

The Board's mandate is to contribute to and promote effective industrial relations in any work, undertaking or business that falls within the authority of the Parliament of Canada. It interprets and applies the Code in a manner that supports and promotes free collective bargaining and the constructive settlement of disputes.

In general, Part I of the Canada Labour Code charges the Board with a twofold responsibility: that of granting, modifying and terminating bargaining rights, and that of resolving, through mediation or adjudication, complaints of unfair labour practice concerning violations of the Code by trade unions or employers.

Under Part II of the Code, the Board must rule on complaints by employees alleging that they have been discriminated against or punished for exercising their rights in relation to safety.

On finding a violation of the Code, the Board is empowered to order reinstatement and compensation where appropriate. It is also empowered, upon application, to order employees to return to work in cases of illegal work stoppages and to attempt to resolve or adjudicate, where necessary, various other types of disputes that may arise under Part I of the Code.

Legislation

- Canada Labour Code (Parts I and II)
- Canada Industrial Relations Board Regulations, 2001, SOR/2001-520

Organization

The Board is composed of a Chairperson, at least two full-time Vice-Chairpersons (at present five) and three part-time Vice-Chairpersons, and not more than six full-time Members (three representing employees and three representing employers-at present five full-time and six part-time), all appointed by order-in-council. The Chairperson and Vice-Chairpersons are appointed for five-year terms; Members are appointed for three-year terms. This makes up the Adjudicative Branch of the Board.

The Board is managed by the Executive Director, who is responsible for regional operations, case management, information management and information technology, financial and administrative services and human resources.

The majority of the Board's staff, as well as its full-time Vice-Chairpersons and Members, work out of headquarters (National Capital Region); the Board also has five regional offices and a satellite office, all staffed with labour relations professionals and case management teams.

Information Holdings

Program Records

Acquisition and Termination of Bargaining Rights

Description: Case files concerning the acquisition by trade unions of the right to bargain collectively on behalf of employees in the federal jurisdiction,

through certification as bargaining agent or by way of successor rights, and the termination of bargaining rights.
Topics: Application for certification; application for declaration of single employer; application for revocation of certification; application for declaration of successor rights; application for declaration of sale of business; application for access to employer's premises for the purpose of soliciting union membership.
Access: Files are arranged by case number.
Format: Manual files
Program Record Number: CIR OPS 005

Change of Terms and Conditions of Employment
Description: Application by employers under federal jurisdiction for permission to alter the rates of pay, or any other terms or conditions of employment, or any rights or privileges of employees who are the subject of an application by a trade union to represent the employees in collective bargaining.
Topics: Applications to change terms and conditions of employment
Access: Files are arranged by case number.
Format: Manual files
Program Record Number: CIR OPS 035

Collective Bargaining and Collective Agreements
Description: Applications concerning the existence of disputed collective agreements or the identification of parties bound by a collective agreement; applications concerning the failure of an employer to comply with obligations under a collective agreement respecting any proposed technological change; applications for permission to give the employer notice to begin collective bargaining following a notice of technological change; references from the Minister of Labour directing the Board to inquire into disputes related to the settlement of first collective agreements, and to impose a first agreement on the parties if necessary; applications by individuals who, because of religious beliefs, object to joining a trade union or to paying regular union dues to a trade union (the Board may allow an exception for such individuals, directing the amount normally paid for regular union dues to a registered charity chosen by the employee and the union); applications by parties to a collective agreement to serve notice to bargain following the establishment of a portion of the public service as a Crown corporation and following certain determinations by the Board as to whether the agreement will remain in force, the expiration date if it does remain in force, whether the employees concerned constitute one or more units appropriate for collective bargaining, and which trade union shall be the bargaining agent for each unit.
Topics: Determination of the existence of a collective agreement; revision of terms of collective agreement; technological change; leave to serve notice to bargain concerning technological change; provision of first agreement; religious objections; portion of the public service established as Crown corporation.
Access: Files are arranged by case number.
Format: Manual files
Program Record Number: CIR OPS 030

Complaints of Unfair Labour Practice
Description: Complaints by persons or organizations that an employer, a trade union or a person has violated or failed to comply with provisions of the Canada Labour Code, Part I (Industrial Relations).
Topics: Complaints related to failure to bargain in good faith, interference with the bargaining rights of a bargaining agent and changing of conditions of employment without the consent of the bargaining agent during the prescribed bargaining period; complaints alleging offences by employers such as interference with the formation or administration of a union or the representation of employees by a trade union, or discrimination against employees for union membership, union activity or the exercise of their rights under the Code; complaints alleging violations by trade unions such as trying to force an employer to bargain collectively in respect of employees for whom the union is not the bargaining agent, bargaining with an employer in respect of employees with the knowledge that another organization is the actual bargaining agent, interference in the formation or administration of an employer's organization, unauthorized soliciting of employees during their working hours at their place of employment, requiring the termination of an employee for loss of union membership unless that loss of membership is the result of failure to pay the required union fees, the application of membership rules or disciplinary procedures in a discriminatory manner, and discriminating against a person in matters related to employment or union membership because a person has exercised certain rights or fulfilled specified obligations under the Code; complaints alleging failure of a trade union to represent fairly all employees in the bargaining unit, or failure to establish rules for the referral of members to employment and apply the

rules fairly, and alleging failure of a trade union to provide certified financial statements of its affairs to the end of its last fiscal year to any of its members free of charge.
Access: Files are arranged by case number.
Format: Manual files
Program Record Number: CIR OPS 010

Review and Enforcement of Orders
Description: Applications to amend or rescind previous Board decisions or to reconsider previous decisions; requests to file Board orders in the federal court to give them the weight of an order of the court; or applications for the written consent of the Board to prosecute an offence under the Canada Labour Code.
Topics: Application for review; filing of Board order in court; consent to prosecute.
Access: Files are arranged by case number.
Format: Manual files
Program Record Number: CIR OPS 025

Safety of Employees
Description: Complaints by employees alleging that their employer has imposed a penalty on them because they refused to work in accordance with their rights under Part II of the Canada Labour Code (refusal to work because of a dangerous situation).
Topics: Complaint alleging an employer has taken action against an employee for having exercised its rights under Part II of the Canada Labour Code.
Access: Files are arranged by case number.
Format: Manual files
Program Record Number: CIR OPS 020

Unlawful Work Stoppage
Description: Applications by an employer (in the case of a strike) or by a trade union (in the case of a lockout) for a declaration that the work stoppage is unlawful.
Topics: Applications concerning unlawful strikes; applications in cases of unlawful lockout.
Access: Files are arranged by case number.
Format: Manual files
Program Record Number: CIR OPS 015

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Automated Document, Records, Information Management Systems

Budgets

Buildings

Classification of Positions

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Particular Personal Information Banks

Religious Objections
Description: This bank contains applications by individuals who, because of religious beliefs, object to joining a trade union or to paying regular union dues to a trade union. The Board may order that a provision in a collective agreement requiring membership in a trade union or the payment of union dues as a condition of employment not be applied to such employees.
Class of Individuals: Individuals who work for companies under federal jurisdiction, as set out in the Canada Labour Code.
Purpose: Personal information is obtained solely for the purpose of determining whether an employee's objections to membership in a trade union are based on true religious convictions.
Consistent Uses: Religious objections may occasionally require a public hearing to determine complex issues, which could affect the Board's decision regarding the objections. Such a hearing may result in the publication of a written judgment

containing the facts surrounding the application and the Board's reasons for granting or rejecting the application.
Retention and Disposal Standards: Case files are kept by the Board for three years and then destroyed.
RDA Number: 96/025
Related to PR#: CIR OPS 030
TBS Registration: 002331
Bank Number: CIR PPU 015

Termination of Bargaining Rights
Description: This bank contains case files concerning applications for revocation of certifications, which grant bargaining agents (unions) the right to represent employees in collective bargaining with employers under federal jurisdiction.
Class of Individuals: Individuals who work for companies under federal jurisdiction, as set out in the Canada Labour Code.
Purpose: Personal information is obtained solely for the purpose of determining whether an individual is a member of the bargaining unit and therefore entitled to express support for or against his or her bargaining agent.
Consistent Uses: Applications for revocation may occasionally require a public hearing in order to determine complex issues, which could affect the Board's decision and may result in the publication of a written judgment, which will contain the facts surrounding the application and the Board's reasons for granting or rejecting it.
Retention and Disposal Standards: Case files are kept by the Board for 27 years, then transferred to the National Archives of Canada. Cases withdrawn are destroyed after three years.
RDA Number: 96/025
Related to PR#: CIR OPS 005
TBS Registration: 000102
Bank Number: CIR PPU 010

Applications for Employment
Description: This bank maintains an inventory of applications from individuals requesting employment with the Department. The files include completed application forms, letters, and curriculum vitae of persons seeking employment with the Department.
Class of Individuals: Individuals seeking employment with the Department.
Purpose: The bank is used to review applications of individuals requesting employment with the Department when positions become available.
Consistent Uses: The candidate's skills may be assessed and if deemed suitable, the candidate may be invited to serve in a capacity other than the position or level of initial interest.
Retention and Disposal Standards: Records are retained for six months and then destroyed.
RDA Number: 98/001
TBS Registration: 004458
Bank Number: CIR PPU 025

Violations of the Canada Labour Code
Description: This bank contains case files concerning complaints by individuals that a section, or sections, of the Canada Labour Code, Parts I and II have been violated by their employer, their union, or another individual. Files may contain information on grievances, work records, or letters from unions or employers containing opinions or comments about individuals.
Class of Individuals: Individuals who work for companies under federal jurisdiction, as set out in the Canada Labour Code.
Purpose: Information about individuals is obtained solely for the purpose of bringing about a settlement to the dispute or, failing settlement, for the purpose of adjudication by the Board on the merits of the complaint.
Consistent Uses: Information contained in case files, along with testimony given at public hearings may be published in written judgments, which set out the Board's reasons for rejecting or upholding a complaint. Personal information is used solely for the purpose of settling or deciding on the merits of each case and is published solely for the purpose of explaining the Board's reasons for its decision and its policy in like cases.
Retention and Disposal Standards: Case files are kept by the Board for three years and then destroyed.
RDA Number: 96/025
Related to PR#: CIR OPS 010
TBS Registration: 000101
Bank Number: CIR PPU 005

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records, Information Management Systems

Hospitality

Personnel Security Screening

Relocation

Travel

Classes of Personal Information

Other Personal Information Banks

Other case files and subject files held by the Case Management Secretariat may contain personal information such as names of individuals, addresses, position titles, job descriptions, salaries, and membership in a trade union. The information is not retrievable by personal identifiers and is collected solely for the purpose of administering the Canada Labour Code. All files are organized by file number and are maintained by the Case Management Secretariat at headquarters in Ottawa. Regional offices retain duplicate files for the purposes of investigation until the settlement of a case. Some personal information such as job descriptions and salaries may be published in written judgments where it is pertinent to the background of a case in which the Board decides its decision requires formal elaboration. Such information is usually the result of testimony given at public hearings.

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Board and its various programs and functions may be directed to:

Headquarters

C.D. Howe Building
240 Sparks Street, 4th Floor West
Ottawa, Ontario K1A 0X8

Telephone: 1-800-575-9696
TTY: 1-800-855-0511
Facsimile: 613-947-5407
E-mail: info@cirb-ccri.gc.ca
Internet: www.cirb-ccri.gc.ca

Atlantic Region

Queen Square
45 Alderney Drive, Suite 600
Dartmouth, Nova Scotia B2Y 2N6

Telephone: 902-426-7069
Facsimile: 902-426-7397

National Capital Region

C.D. Howe Building
240 Sparks Street, 4th Floor West
Ottawa, Ontario K1A 0X8

Telephone: 613-947-5369
Facsimile: 613-941-4461

Quebec Region

Place de la Cathédrale
600 de Maisonneuve Blvd. West
7th floor, Suite 700
Montreal, Quebec H3A 3J2

Telephone: 514-283-9171
Facsimile: 514-283-3590

Ontario Region

1 Front Street West
5th Floor East, Suite 5300
Toronto, Ontario M5J 2X7

Telephone: 416-973-3783
Facsimile: 416-973-6543

Western Region

757 West Hastings Street, Suite 410
Vancouver, British Columbia V6C 1A1

Telephone: 604-666-8220
Facsimile: 604-666-6071

Western Satellite Office

400 St.Mary Avenue, Suite 304
Winnipeg, Manitoba R3C 4K5

Telephone: 204-983-3147
Facsimile: 204-983-3170

Reading Room

The Board's reception has been designated as the reading area. The address is:

C.D. Howe Building
240 Sparks Street, 4th Floor West
Ottawa, Ontario K1A 0X8

Telephone: 613-947-5408

Canada Lands Company Limited

Chapter 18

General Information

Background

Canada Lands Company Limited ("CLCL") reports to the Parliament of Canada through the appropriate Minister and is a commercially-oriented agent Crown corporation. It was established in 1956 and reactivated in 1995.

CLCL is subject to the Access to Information and Privacy Acts, whereas its wholly-owned subsidiary, Canada Lands Company CLC Limited ("CLC") is subject to the Personal Information Protection and Electronics Documents Act.

Responsibilities

The Company optimizes the financial and community value of strategic surplus properties no longer required for program purposes by the Government of Canada. It accomplishes this through its non-agent subsidiary, CLC, by purchasing strategic surplus properties at fair market value, then improving, managing or selling them in order to produce the optimal benefits for both local communities and the Company's shareholder, the Government of Canada.

CLCL is a Canada Business Corporations Act corporation and is listed in Schedule III, Part 1 of the Financial Administration Act. It is the parent company of three wholly owned subsidiaries:

Canada Lands Company CLC Limited – a non-agent Crown corporation, which carries out the core real estate business, active in 22 municipalities across Canada;

Parc Downsview Park Inc., an agent Crown corporation, – which was incorporated in 1998 to manage and develop the former Canadian Forces Base (CFB) Toronto lands as Downsview Park, and which reports to Parliament as a deemed parent Crown corporation; and

Old Port of Montréal Corporation Inc., an agent Crown corporation – which is responsible for redeveloping and managing the Old Port of Montréal and which also reports to Parliament as a deemed parent Crown corporation.

Organization

President and Chief Executive Officer

The President and Chief Executive Officer of CLCL, who is the Head of the Institution for the purposes of the Access to Information Act and the Privacy Act, exercises all the powers and responsibilities pertaining to this function under the Act in question.

Other Officers of CLCL: Vice President Finance, and Chief Financial Officer; Vice President Public & Government Affairs; Corporate Secretary; and Vice President Administration.

CLCL has no employees. Its President & CEO is a Governor-in-Council appointee.

All employees are employed by CLC, a wholly-owned subsidiary of CLCL.

Information Holdings

Program Records

CLCL does not administer a program, but operates under a mandate set down by the Federal Government. Records related to this would be:

Communications
Description: Information relating to media relations, press releases, advertising, promotional events and community relations.
Topics: videos, CDs, annual reports, special events, promotional events, press releases
Access: subject, alphabetic
Format: paper, electronic
Program Record Number: CLN COM 005

Legal and Corporate Secretary
Description: Information relating to agreements and contracts, acts and regulations, corporate by-laws, cases and opinions, litigation and research. Includes Board of Directors and Committee minutes, and Orders in Council appointing Board members.
Topics: leases, licences, minutes, OIC, policies, meetings, legal
Access: subject, alphabetic
Format: paper, electronic
Program Record Number: CLN LCS 010

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Administration

Audits

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

For further information about the functions and activities of the CLCL, please contact:

Access to Information Co-ordinator and
Corporate Secretary
1 University Avenue, Suite 1200
Toronto, Ontario M5J 2P1

Telephone: 416-952-6100
Facsimile: 416-952-6200
Internet: www.clcl.ca

Reading Room

1 University Avenue, Suite 1200
Toronto, Ontario

Canada Mortgage and Housing Corporation

Chapter 19

General Information

Background

Canada Mortgage and Housing Corporation (CMHC) was incorporated as a Crown corporation in January, 1946, by an Act of Parliament. CMHC has authority to act for the Government of Canada in all matters prescribed under the Housing Acts, principally the National Housing Act (NHA). CMHC reports to Parliament through a designated Minister. Its affairs are managed by a Board of Directors consisting of the Chairman of the Board, the President and eight other members, all appointed by the Governor-in-Council.

Responsibilities

CMHC is a Crown corporation of the Government of Canada. The principal role of CMHC is the administration of the National Housing Act (the NHA). CMHC achieves its mandate through the following three corporate objectives: Helping Canadians in need; Facilitating access to more affordable, better quality housing for all Canadians; and, Ensuring the Canadian housing system remains one of the best in the world.

Legislation

- Canada Mortgage and Housing Corporation Act
- National Housing Act

Organization

Assisted Housing Sector

Programs and activities managed from the sector include: the Residential Rehabilitation Assistance Programs, the Emergency Repair Program, Home Adaptations for Seniors Independence, the Shelter Enhancement Program, F/P/T Agreements, Aboriginal Housing, Loans Administration and Direct Lending, Social Housing Programs, Housing Internship Initiative for First Nations and Inuit Youth, EnerGuide for Low Income Households Program and the Canadian Centre for Public-Private Partnerships in Housing.

Audit and Evaluation Services

Performs operational, financial and special audits of functions, programs, systems and Federal/Provincial/Territorial Agreements. Periodically evaluates the continued relevance, success and cost-effectiveness of NHA programs and on that basis, the President, with the Board of Directors, recommends to the Minister or Cabinet the reconfirmation, improvement and discontinuance of NHA programs.

CMHC International

CMHC International is responsible for CMHC's involvement in foreign activities related to housing, on behalf of the Government of Canada. Its primary mandate consists of assisting Canadian housing manufacturers and suppliers in developing business opportunities in selected foreign markets, such as the U.S., Japan, UK, France, Mexico, and China. CMHC International also works on a contractual basis with international organizations and countries in transition to assess and improve their housing environment. Certain projects involve short-term or longer-term technical assistance based on the level of expertise required.

Corporate Services

This sector consists of the Information Technology, Marketing, Legal and Administrative Divisions, and the Web Development Group. It is responsible for the business systems required to support many of the operations needs of the Corporation, as well as Corporate brand development and business line marketing, the provision of legal services, the overall architecture and design of the Corporate web site, and a full range of administrative services (including procurement, document production and records-keeping, translation, security and facilities management). The sector also manages services for external clients including order fulfilment, the CMHC call centre and the Canadian Housing Information Centre.

Finance

This sector is responsible for the overall financial management and insurance actuarial analysis of CMHC. This includes overseeing and coordinating the various budgeting processes at CMHC including the Operating Budget, Capital

Budgets and Annual Reference Level Update (ARLU) for CMHC's appropriation dependent activities. Finance Sector is also responsible for the processing of CMHC's financial transactions and the internal controls related to that activity. The sector is responsible for the preparation of CMHC's financial statements and all related systems required to support the financial activities of the Corporation. The section is also responsible for carrying out the actuarial analysis of CMHC's Insurance Business.

Human Resources

This sector supports CMHC managers and employees in all aspects of human resources management, including operational and administrative assistance as well as strategy and policy development. It comprises the following groups: Client Service Strategy and Delivery, HR Planning, Policy and Organizational Development, Total Compensation, and Employee Relations.

Insurance and Securitization

This sector consists of Product and Technology Development Division; Insurance Risk Analysis Division; Insurance Servicing Division; Underwriting Division; Securitization Operations; Securitization, Product and Policy Development Division; and, Business Development Division. This sector is responsible for developing, promoting, maintaining and supporting policies, products and services in the area of mortgage insurance and mortgage securitization.

Policy and Planning Sector

This sector is comprised of the Policy and Research Division, the Market Analysis Centre, the Strategic Planning Division, Corporate relations Office and Communications. The sector is responsible for strategic and corporate planning, performance measurement and reporting, government liaison and policy development, and the conduct and administration of housing research, including the analysis of housing markets and the transfer of the resulting information to consumers, industry, governments and others. The sector develops and implements national communications strategies and is responsible for liaison activities between the Corporation and the Minister's Office. The sector also promotes internal communications about corporate performance and fosters the assessment, development and implementation of innovative ideas.

Risk Management and Pension Fund

This sector consists of Risk Management, the Enterprise Risk Management Office and the Pension Fund. It is responsible for enterprise-wide risk management. The sector is also responsible for corporate financial risk management policy and for monitoring and reporting CMHC's financial risk exposures and performance.

Treasury

Treasury is responsible for CMHC's capital market borrowings as well as the investment activities of the mortgage loan insurance fund and the mortgage-backed securities guarantee fund. Treasury is responsible for delivering Financial Advisory Services jointly with Securitization to the Canada Housing Trust (CHT).

Information Holdings

Program Records

Access to Information and Privacy

Description: Records relating to the administration of the access to information and privacy legislation.
Topics: Policy; procedures; legal advice; training; personal information banks and classes; disclosures to investigative bodies; InfoSource; delegation of authority; consultations; requests; complaints and correspondence.
Access: information is filed by subject. Individual requests are filed by name and sequential number by fiscal year.
Format: Paper files
Program Record Number: CMHC CSS 035

Appraisals

Description: Correspondence and information on appraisal support services for CMHC program operations.
Topics: Monitoring and evaluation of projects, maximum unit prices, land values and land services costs, monitoring basic rates; mobile homes; rehabilitation procedures and costs.
Access: Files arranged by project.
Format: Paper case files.
Program Record Number: CMH IAA 175

Auditing Services

Description: Information on the Annual Statutory Audit contracted to the External Auditors. Information on the Special Examination carried out by the External Auditors at a frequency not greater than every five years. Information relating to

internal audits conducted on corporate operations and joint federal/provincial audit conducted on shared federal/provincial programs.
Topics: External Audits; Special Examination Reports; and Internal Audits.
Access: Files are arranged by subject area.
Format: Paper case files.
Program Record Number: CMH OAD 352

Board of Directors
Description: Information on the Board of Directors who is responsible for managing the affairs of the Corporation and the conduct of its business.
Topics: The Board sets the strategic direction of CMHC, ensures the integrity of corporate policies and business processes, and identifies and manages the main corporate risks.
Access: Individual files.
Format: Paper files.
Program Record Number: CMH CSS 020

Canada Home Renovation Plan (CHRP) (Program terminated)
Description: Information on the administration and monitoring of the Canada Home Renovation Plan.
Topics: Regulations; eligible areas, properties, property standards; financing and security; CMHC agents; applications and loan process; program interfaces; inspection requirements.
Access: Individual loan case files. Program was terminated 12 July 1983.
Format: Computerized database and paper case files.
Program Record Number: CMH PSO 095

Canadian Centre for Public-Private Partnerships in Housing (CCPPPH)
Description: Support to non-profit and for-profit organizations for the development of housing, with an emphasis on housing that meets the Partnership Centre's definition of affordable.
Topics: Seed Funding, Capacity Development Training, Consultation Services, Interest-free Proposal Development Fund loan, flexible mortgage loan insurance criteria.
Access: Files arranged by project.
Format: Computerized data base and paper files.
Program Record Number: CMH PSO 70

CMHC Canada Mortgage Bonds Program
Description: Correspondence, documents, and information on the delivery, administration and monitoring of the CMB Program.
Topics: Seller, Swap Counterparty and Repo Counterparty approvals; availment requests, guarantee notices and authorization agreements to issue Canada Mortgage Bonds; monthly Swap Counterparty reports; analytical reports; policies and procedures.
Access: Records maintained by CMB issue and by Seller, Swap Counterparty, and Repo Counterparty.
Format: Computerized database and paper case files.
Program Record Number: CMH IAA 110

CMHC Inspection Services (Programs terminated)
Description: CMHC internal inspections and external contracts (on a fee-for-service basis) to provide services such as housing inspections.
Topics: Service to clients of CMHC programs; Canadian Home Insulation Program (CHIP); Home Warranty Program; Canadian General Standards Board; Canadian Standards Association; inspection training; technical bulletins; metric conversion; general engineering data on residential construction.
Access: Files arranged by project. All MURB certificates have been transferred to the Department of National Revenue (Taxation). All files and applications have been retained at CMHC. CHIP Program was terminated December 31, 1986.
Format: Paper case files.
Program Record Number: CMH IAA 350

Consolidated Research Program
Description: This program consists of research, data development, product development and dissemination, education and the provision of input, advice and information on housing issues.
Topics: Improving market effectiveness; strengthening community well-being; addressing distinct housing needs; improving building performance; developing housing data and exploring trends.
Access: By subject area and/or contractor.
Format: Paper case files.
Program Record Number: CMH PDR 180

Default Management
Description: Correspondence and information on the control of Approved Lenders' and CMHC direct-insured loans in arrears.
Topics: Interventions to salvage projects in financial difficulty; Approved Lenders' arrears reports; correspondence with Approved Lenders and CMHC regional business centres; monthly statistical arrears reports.
Access: Arrears reports arranged chronologically by lender.

Format: Computerized data base and paper files.
Program Record Number: CMH IAA 120

Demonstration Projects (Program Terminated)
Description: Information on specific projects undertaken to test the feasibility and cost of particular new and alternative housing designs and concepts.
Topics: Submissions and briefs; feasibility studies; planning and design; agreements; details of projects; selection of consultants; contracts.
Access: By project or activity.
Format: Paper case files.
Program Record Number: CMH PDR 235

Emergency Repair Program
Description: Information on the program which provides funds to clients living in housing that has serious health and safety hazards.
Topics: Funding; repairs; native status; location.
Access: By province and by individual files.
Format: Paper case files.
Program Record Number: CMH PSO 051

Energy Conservation (Programs terminated)
Description: Information and correspondence on CMHC programs prior to October 28, 1980, to assist homeowners in upgrading the insulation of older homes.
Topics: Home Insulation Program (HIP), Canadian Home Insulation Program (CHIP), National Energy Program.
Access: Files arranged by province. HIP was terminated December 31, 1981 and CHIP was terminated December 31, 1986.
Format: paper case files.
Program Record Number: CMH IAA 340

External Research Program
Description: Information and correspondence on grants for conducting housing research into important questions and issues affecting Canadian housing.
Topics: Program enquiries, administration, mailing lists and advertising; selection committee; program policies and planning.
Access: Files arranged by grant applicant file numbers.
Format: Paper case files.
Program Record Number: CMH PDR 185

Federal-Provincial-Territorial (F/P/T) Housing
Description: Information on federal-provincial-territorial interdepartmental agreements, and other intergovernmental contractual agreements; meeting of F/P/T officials and Ministers; the results of collaborative efforts (e.g. working groups); information on bilateral issues and meetings.
Topics: Federal-provincial social housing agreements by programs ; miscellaneous agreements under various sections of the National Housing Act; CMHC subsidies; agreements and administrative information on social housing programs and projects and on other joint bilateral and multilateral programs and initiatives (e.g. Affordable Housing Initiatives, Renovation programs).
Access: Files arranged by province, municipality and project.
Format: Paper case files.
Program Record Number: CMH PSO 050

Grant Assistance (Programs terminated)
Description: Information on grant assistance under the Canadian Home-ownership Stimulation Plan and the Canada Mortgage Renewal Plan.
Topics: Applications; grant assistance; termination of assistance; statement of accounts; program statistical and analytical reports; applicant files, including the certification by the lender and the application.
Access: Grant case files arranged by individual. Programs terminated December 31, 1983.
Format: Paper case files.
Program Record Number: CMH IAA 140

Home Improvement Loan Insurance Fund (Program terminated)
Description: Administration of the Home Improvement Loans Fund.
Topics: Lenders' reports of outstanding loans; bad debt collection reports; ledger cards (bad debts); contingent liability register.
Access: Files arranged by lender and borrower. Program terminated in 1986.
Format: Computerized database and paper case files.
Program Record Number: CMH IAA 130

Housing Internship Initiative for First Nations and Inuit Youth
Description: Provides wage subsidies for First Nations and Inuit to get on-the-job training.
Topics: Wage subsidies, First Nations and Inuit Sponsors, unemployed youth, Youth Employment Strategy.
Access: Files arranged by program year and participants.
Format: Paper case files.
Program Record Number: CMH PSO 075

Housing Advisory Documents
Description: Information on research and development of community and building standards and guidelines.

Topics: Site planning; noise; grading and landscaping; insulation; internal space in dwellings; condensation, ventilation, vapour barriers and air quality; air barriers; windows, doors, walls and floors; moveable insulating devices; mobile homes; nursing homes; septic tanks; radon gas; wood foundations; fire ratings; wood framing techniques; shell housing; log houses; density of housing; leisure facilities; parking; facilities for disabled and elderly; housing access; home security.
Access: Files arranged by subject.
Format: Paper case files.
Program Record Number: CMH PDR 195

Housing Awards Programs
Description: National forum to recognize and share affordable housing best practices. The Awards competition is held every two years.
Topics: There are four categories designed to encompass a wide spectrum of housing activities: Buildings; Housing Finance; Neighbourhoods; and, Housing with Resident Services.
Access: Files arranged by year of competition and/or applicants.
Format: Paper case files.
Program Record Number: CMH PDR 192

Housing and Community Design
Description: Information on standards, guidelines, graphics, and presentations.
Topics: Site planning; federal-provincial housing plans; audio-visuals on landscape; care facilities for the elderly.
Access: Files arranged by project.
Format: Paper case files.
Program Record Number: CMH IAA 165

Housing Survey Data
Description: Data acquired through regular Corporation surveys or from Statistics Canada reports.
Topics: Conventional lending, housing starts and completions; market absorption; apartment vacancies and rents; census and ad hoc survey information.
Access: Files arranged by geographic location and survey.
Format: EDP systems.
Program Record Number: CMH PDR 230

Housing Technology (Program terminated)
Description: Information on technical and engineering services necessary to meet the current program delivery needs and objectives.
Topics: Technical builders' bulletins; CMHC-prescribed standards of construction; Residential Rehabilitation Assistance Program monitoring.
Access: Files arranged by subject.
Format: Paper case files.
Program Record Number: CMH IAA 170

Housing Technology Incentives (Program terminated)
Description: Information and correspondence on grants to inventors and others to help pay for developing and testing innovative housing ideas and products.
Topics: Program enquiries; policies, planning and administration; mailing lists and advertising; consultations; selection committee.
Access: Files arranged by activity. Program terminated October 1995.
Format: Paper case files.
Program Record Number: CMH PDR 200

Interest Deferral (Program terminated)
Description: Information on the application for and approval of assistance for mortgage renewal by interest deferral.
Topics: Applications; approvals; deferral arrangements; statements of account; termination of assistance; arrears reporting; retroactivity; applicant files, including certification by lender and application forms.
Access: Files arranged by individual, certification number and Canada Mortgage Renewal Plan (CMRP) number. Program terminated December 31, 1983.
Format: Paper case files.
Program Record Number: CMH IAA 135

International Housing Organizations
Description: International agreements and correspondence on bilateral and multilateral housing issues.
Topics: International governmental and non-governmental organizations; special international projects.
Access: Files arranged by international organization and country.
Format: Paper case files.
Program Record Number: CMH PDR 310

Land (Programs terminated)
Description: Information on loans provided to municipalities and provincial agencies for the acquisition, planning and servicing of land. This Program terminated on December 31, 1978. Information on CMHC planning, developing or redeveloping its lands that are under-utilized or surplus to its needs as well as lands owned in partnership with municipalities and provincial agencies on a cost-sharing basis to provide land for market and affordable housing. Information

on CMHC offering its land development expertise on a fee and cost recovery basis to other Federal departments and agencies with the objective of developing/disposing of lands within the Federal guideline of maximizing returns. This program terminated on April 21, 1998.
Topics: CMHC-owned lands; federal provincial-land projects; redevelopment of veterans housing; managed land disposal and affordable housing.
Access: Files arranged by project, province and municipality.
Format: Paper case files.
Program Record Number: CMH IAA 085

Legal Services
Description: Information relating to legal matters including legislation, litigation and the various business and program lines of the Corporation.
Topics: The Corporation's governing Acts, legal aspects of business and program lines, claims and actions by and against the Corporation, legal agreements, legal documents and forms and legal agents.
Access: By subject.
Format: Paper files.
Program Record Number: CMH CSS 030

Loans Administration
Description: Policy and correspondence on administration, monitoring and evaluation of loan activity under the National Housing Act.
Topics: Mortgage documents; taxes; loan advances; statement of accounts; loan amortization and repayment; rental reviews; mortgage renewals; mortgage sales; non-amortization of accounts; re-amortization of accounts; discharges; partial discharges; easements.
Access: Files arranged by loan case file.
Format: Computerized database and paper case files.
Program Record Number: CMH IAA 115

Market Analysis (MAC)
Description: Information reports and analysis on local, provincial and national housing markets.
Topics: Mortgage market; renovation market; national housing outlook, interest rate forecasts, housing markets by Census Metropolitan Area (CMA), economic forecasts.
Access: Files arranged by geographical area.
Format: Computerized database and paper case files.
Program Record Number: CMH PDR 101

Marketing
Description: Information on the operations, development and implementation of national strategies for communications, marketing and international activities at CMHC.
Topics: CMHC publications, advertisements, marketing, market research, exhibits, fairs, photographs, portable displays, conferences, press releases, annual reports, pension plan report, CD, Video, etc.
Access: Retrievable by project or activity.
Format: Computerized database and paper case files.
Program Record Number: CMH PDR 315

Mortgage Rate Protection Program (Program terminated 1997)
Description: Documentation for administration of Mortgage Rate Protection Program (MRPP).
Topics: Lender certification, claims application; benefit payment record; statistical and analytical reports.
Access: The files are arranged by individual, lender certification number and MRPP number.
Format: Computerized database and paper case files.
Program Record Number: CMH IAA 160

Neighbourhood Improvement Program (NIP) and Residential Rehabilitation Assistance Program (RRAP)
Description: Information on the administration and delivery of the Neighbourhood Improvement and Residential Rehabilitation programs.
Topics: Inter-program impact; program development; property inventory; training seminars; rehabilitation standards; conversion studies; and renovations for the disabled.
Access: Neighbourhood Improvement Program information is arranged by municipality and neighbourhood; Residential Rehabilitation Assistance Program, by individual case loan. NIP was terminated December 31, 1984 and the rental component of RRAP was terminated July 1989. Homeowner RRAP and RRAP for the Disabled were terminated December 31, 1993. However, both Programs were reinstated in February 1994 for a two-year period. Rental and Rooming House RRAP was reintroduced for 1994/95. In December 1995, a further extension to March 31, 1997 was granted for all RRAP lines. In January 1998, a further extension to March 31, 2003 was granted for all RRAP lines. In December 1999 RRAP conversion was introduced. On April 1, 2003 all RRAP lines were further extended to March 31, 2006.
Format: Computerized database and paper case files.
Program Record Number: CMH PSO 090

NHA Mortgage Insurance Claims
Description: Information on insurance claims and documentation of individual claims against the CMHC Insurance Activity.
Topics: Individual insurance claim files; claim form; title documents, and other supporting documents such as transcript of mortgage account, copies of invoices, etc.
Access: Files are arranged by insurance account number.
Format: Computerized database and paper case files.
Program Record Number: CMH IAA 125

NHA Mortgage-Backed Securities
Description: Correspondence, documents, and information on the delivery, administration and monitoring of the MBS program.
Topics: Issuer approvals; applications and approvals to issue mortgage-backed securities; monthly accounting reports; analytical reports; policies and procedures.
Access: Records maintained by MBS pool and by Issuer.
Format: Computerized database and paper case files.
Program Record Number: CMH IAA 107

Non-Profit and Co-operative Housing
Description: Information on provincial, municipal and private non-profit corporations and Indian Bands operating rental housing projects for persons of low and moderate income, and co-operatives providing housing for their low-and moderate-income members. Family Violence Initiatives: a) Project Haven – forgiveable loans to community based non-profit groups and Indian Bands for projects providing emergency shelter to victims of family violence and their children. Program ended March 31, 1992. b) Next Step – forgiveable loans to community-based non profit groups and Indian Bands for projects offering second-stage housing for victims of family violence when they leave emergency shelters. (Program ended March 31, 1995) c) Shelter Enhancement – additional component to rehabilitate existing shelters to meet health and safety standards while permitting the construction of emergency and for second-stage housing.
Topics: Federal-provincial agreements; project operating agreements; subsidy assistance; monitoring and advertising; rental scales; charter approval; unit sales; sales tax rebates and exemptions; annual reporting; construction management and rehabilitation; housing acquisition techniques; insured loans as well as insured loans refinanced under NHA Section 15.1; land lease; rural and urban native housing; proposal development funding; CROP.
Access: Loan files arranged by province and locality as well as by loan files. The Federal Cooperative Housing Program was terminated 31 December 1991 and the Non-Profit Program was terminated Off-Reserve December 31, 1993.
Format: Insured loans on microfilm.
Program Record Number: CMH PSO 055

Program Evaluation
Description: Information relating to program evaluations of CMHC housing programs.
Topics: Market housing programs including the Mortgage Loan Insurance Program; Social Housing programs including Non-Profit and Federal Co-operative Housing Programs, Public Housing Programs, Rent Supplement Program, On-Reserve Housing Program, Rural and Native Housing Program (RNH) and Residential Rehabilitation Assistance Program (RRAP).
Access: Arranged by subject area.
Format: Paper case files.
Program Record Number: CMH PDR 225

Rehabilitation Skills Training Centre (RSTC) (Program terminated)
Description: Program terminated December 31, 1984. Course material is used for the training of RRAP Delivery Agents with courses delivered through Community Colleges.
Topics: The RSTC provides technical skills training to inspectors, and covers topics such as inspection process, specification writing and cost estimating.
Access: By subject.
Format: Paper case files.
Program Record Number: CMH PSO 100

RNH Training Funds Program
Description: Studies and training in support of Rural and Native Housing (RNH) programs, funding continues since 1994, the use of these funds for Aboriginal Housing Liaison Committees and capacity development funding for on-reserve housing.
Topics: Rural and Native Housing Task Force; native housing policy proposals; non-status Indian construction companies; information about sustaining grants; Rural and Native Housing Secondment Program, and training plans.
Access: Files arranged by province.
Format: Paper case files.
Program Record Number: CMH PSO 060

Rural and Native Demonstration Program (Program terminated)
Description: This program involved the delivery of approximately 500 demonstration housing units.
Topics: Correspondence; executed contracts; tender documentation and general information about the program's objectives and approval process.
Access: Retrievable by project or activity. Program terminated in 1990.
Format: Paper case files.
Program Record Number: CMH PSO 236

Rural and Native Housing Program (Program terminated)
Description: The program subsidizes housing on a homeownership, lease-to-purchase or rental basis for households in rural and remote areas with population under 2500.
Topics: Consultation with provincial/territorial authorities and native associations to identify rural and remote communities with housing needs.
Access: Files arranged by province. Program terminated December 31, 1993.
Format: Paper case files.
Program Record Number: CMH PSO 065

Scholarship and Awards Programs (Program terminated)
Description: Information and correspondence on the provision of graduate scholarships in support of advanced education in housing and community planning or awards in housing-related areas.
Topics: Applications; advertising; awards committee; program planning.
Access: Files arranged by activity. This program was terminated in March 1995.
Format: Paper case files.
Program Record Number: CMH PDR 190

Underwriting
Description: Correspondence and documents on the analysis, monitoring and evaluation of loans, mortgages and guarantees.
Topics: Underwriting policies and procedures; loan regulations; mortgage loan underwriting training; new developments in the mortgage insurance market; loan acquisition review; various types of mortgages.
Access: Files arranged by loan case file.
Format: Computerized database and paper case files.
Program Record Number: CMH IAA 105

*Those records that, in the opinion of the National Archivist, are of historic or archival importance shall be transferred to the care and control of the National Archives in accordance with such schedules or other agreements for the transfer of records as may be agreed on between the Archivist and CMHC.

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Automated Document, Records, Information Management Systems

Budgets

Buildings

Buildings and Properties

Business Continuity Plans

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Information Technology Services

Lands

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Physical Security

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Utilities

Vehicles

Particular Personal Information Banks

Access to Information and Privacy Requests
Description: This bank contains the Access to Information and Privacy request files, the replies to such requests, and information related to their processing.
Class of Individuals: Individuals requesting access to records under the Access to Information Act and the Privacy Act.
Purpose: The purpose of this bank is to process access requests only.
Consistent Uses: To retain access and privacy requests and their replies for future reference and to report annually to Treasury Board Secretariat and Parliament on requests received and completed.
Retention and Disposal Standards: Records are retained for three years following closure of the files and then destroyed.
RDA Number: 96/027
Related PR#: CMH CSS 035
TBS Registration: 001931
Bank Number: CMH PPU 100

Board of Directors
Description: The bank contains correspondence relating to recommended nominees, the Order-in-Council appointing the member, a brief biography, statement of qualifications, statement of acceptances, oath of fidelity and secrecy and statement of conflict of interest.
Class of Individuals: Candidates for appointment and appointees to the CMHC Board of Directors.
Purpose: The purpose of the bank is to assist in the appointment of individuals as directors of CMHC and to record information regarding their services as directors, including declarations on conflict of interest.
Consistent Uses: The information in this bank is used for reporting required for Treasury Board Secretariat and the Privy Council Office.
Retention and Disposal Standards: Records are retained for two years after a director ceases to hold office and then destroyed.
RDA Number: 96/027
Related PR#: CMH CSS 020
TBS Registration: 001930
Bank Number: CMH PPU 095

CMHC Research Service Provider Database
Description: This bank maintains data on candidates suitable for consideration to conduct CMHC-directed research in housing. The bank contains the following types of information: contact information (name, address, etc), and areas of expertise and experience.
Class of Individuals: Professionals, consultants, research and technical firms and individuals.
Purpose: The purpose of this bank is to maintain an inventory of individuals capable of undertaking housing research.
Consistent Uses: The information contained in this bank is used in the selection process in awarding research contracts.
Retention and Disposal Standards: Records are retained indefinitely and updated regularly by the candidates.
RDA Number: 96/027
Related PR#: CMH PDR 180
TBS Registration: 001928
Bank Number: CMH PPU 080

Claims and Action By or Against CMHC
Description: This bank is established to record mandates to external legal counsel, legal opinions, decisions, information and judgements concerning claims by or against the Corporation.
Class of Individuals: Legal counsel and individuals involved in legal actions.
Purpose: The purpose of this bank is to effect satisfactory settlement of claims against or by CMHC or to present CMHC's case before the courts.
Consistent Uses: The information contained in this bank is used to report to CMHC's Board of Directors, to auditors and to the minister responsible for CMHC.
Retention and Disposal Standards: Records are retained for 10 years following the closure of the files and then destroyed.
RDA Number: 95/018
Related PR#: CMH CSS 030
TBS Registration: 001927
Bank Number: CMH PPU 075

External Research Program
Description: This bank was created for administering the review of applications for funding under Part IX of the National Housing Act (NHA) and for the administration of funds to those approved for External Research grants. It contains research curricula vitae; proposals; references; CMHC preliminary reviews and selection; Committee members' comments on each proposal, grant agreements and project reports.
Class of Individuals: Persons/Organizations interested in undertaking independent research on housing related topics.

Purpose: The purpose of this bank is to determine recipients of grants from applicants seeking financial support for independent research undertakings.
Consistent Uses: The information contained in this bank is used to announce grant recipients, administer grant agreements, and maintain statistics on program activities and applicants. The information may also be used in connection with appointments to the Selection Committee.
Retention and Disposal Standards: Files are retained for six years after cessation of the project and then destroyed.
RDA Number: 96/027
Related PR#: CMH PDR 185
TBS Registration: 001934
Bank Number: CMH PPU 115

Federal Housing Action Program System (FHAP)
Description: This bank maintains information on the current status of the Assisted Rental Program (ARP) accounts.
Class of Individuals: Borrowers eligible to receive assistance under the ARP.
Purpose: The purpose of this bank is to administer the ARP and to produce automated monthly cheques for eligible borrowers.
Consistent Uses: The information is used to provide analysis and statistical reports.
Retention and Disposal Standards: Direct loans files are retained for two years and then destroyed; multiples, rentals and condominium projects are retained for five years following full payment of mortgage and then destroyed.
RDA Number: 95/018
Related PR#: CMH IAA 115
TBS Registration: 001914
Bank Number: CMH PPU 010

Goods, Services (Including Consultant Services) and Construction Contracts
Description: The bank contains a complete record of all matters relating to the initiation and administration of each contract including payment details. Data contained in the bank includes RFP, Tender and RFQ documents used to request Goods, Services and Construction Contracts, along with the resulting contracts and correspondence.
Class of Individuals: Goods, Services (Including Consultant Services) and Construction contractees.
Purpose: The purpose of this bank is to retain information on contractors, entrepreneurs, consultants and suppliers, as well as on the services they provide or products they supply or produce.
Consistent Uses: The information contained in this bank is used to support the selection process in awarding contracts and the administration of each contract including payment details.
Retention and Disposal Standards: Records are destroyed seven years after the contract expires, the lease is terminated or the premises are vacated.
RDA Number: 96/027
Related PR#: CMH PRN 912
TBS Registration: 001926
Bank Number: CMH PPU 070

Home Improvement Loans Files
Description: The bank contains personal and financial characteristics pertinent to the obtaining of loans and to collection action.
Class of Individuals: Applicants for home improvement loans.
Purpose: The purpose of this bank is to create and maintain individual files on home improvement loan borrowers who have obtained loans from any designated accredited lending agency under the NHA for purposes of improving their housing units.
Consistent Uses: The information in this bank is used for the issuance of the quarterly arrears report.
Retention and Disposal Standards: Records are retained for two years following maturity or other termination of the loan; if the loan is secured by a promissory note, the file is retained for eight years and then destroyed. The quarterly arrears report is destroyed two years after the date of the report.
RDA Number: 95/018
Related PR#: CMH IAA 130
TBS Registration: 001921
Bank Number: CMH PPU 045

Housing Awards Program
Description: This bank was created for the administration and review of applications to the CMHC Housing Awards Program held every two years.
Class of Individuals: Architects; designers; developers; builders; manufacturers; planners; municipal, provincial or territorial housing and social service agencies; volunteer associations; community groups; non-profit housing groups; and housing co-operatives; financial institutions, educational institutions.
Purpose: This bank was created for the administration and review of applications to the CMHC Housing Awards Program.
Consistent Uses: The information is used to identify, recognize and transfer housing initiatives, developed by and for Canadians that have been

proven successful; and to promote the award winning housing initiatives across the country through both media and presentations by winners at selected housing related events. The information is also used to announce winners and maintain statistics on program activities and applicants.
Retention and Disposal Standard: Records are retained for six years after cessation of the awards program and then destroyed.
RDA Number: 96/027
Related PR#: CMH PDR 192
TBS Registration: 005383
Bank Number: CMH PPU 150

Housing Policy and Research Information Distribution
Description: This bank is comprised of mailing lists containing the names, addresses and/or email addresses of individuals and firms interested in obtaining acquisition lists and information on CMHC research publications.
Class of Individuals: The information in the bank relates to persons, firms and agencies interested in long-term research and in CMHC research and development activities.
Purpose: The information was obtained to mail information on library acquisitions and research publications to interested parties.
Consistent Uses: The information is used to conduct surveys, mail and distribute documentation to individuals, firms, companies, organizations, etc., on the mailing lists.
Retention and Disposal Standards: Records are destroyed two years after last administrative action.
RDA Number: 96/027
Related PR#: CMH PDR 180
TBS Registration: 003683
Bank Number: CMH PPU 085

Housing Rehabilitation and Renovation
Description: The bank contains data on each applicant and property for NHA loans and grants for residential rehabilitation and renovation under the Residential Rehabilitation Assistance Program (RRAP), the Canada Home Renovation Plan (CHRP), the Rural and Native Housing Emergency Repair Program (ERP); the Home Adaptation for Seniors Independence (HASI) Program. HASI was a 2-year demonstration program which terminated on March 31, 1994, but then was re-introduced as a program in April 1996.
Class of Individuals: Recipients of housing rehabilitation assistance.
Purpose: The purpose of this bank is to assess applicants' eligibility and financial capability, and to administer loans and grants.
Consistent Uses: The information in this bank is used for analytical and reporting purposes and to investigate cases of suspected fraud.
Retention and Disposal Standards: Homeownership—Documents received from local offices are retained on a microformat at the National Office for two years following the term of the loan and then destroyed. In the local office, all loan documentation is retained for a period of six months following the issuance of a Certificate of Insurance, (not applicable for RRAP and ERP) and then transferred to a commercial off-site storage facility for a period of seven years and then destroyed. HASI files are retained for five years after completion of project and then destroyed.
RDA Number: 95/018
Related PR#: CMH IAA 345
TBS Registration: 001919
Bank Number: CMH PPU 035

Housing Surveys – List of Contacts
Description: This bank contains a list of contact persons, the contact's address, and telephone number.
Class of Individuals: Contact persons who can provide responses to the surveys.
Purpose: The list of contact persons is used to obtain structure data in order to monitor new constructions and housing market activity.
Consistent Uses: The information is used to conduct surveys.
Retention and Disposal Standards: The records are destroyed two years after the last administrative action.
RDA Number: 96/027
Related PR#: CMH PDR 230
TBS Registration: 003136
Bank Number: CMH PPU 130

Housing Technology Incentives Program (Program terminated 1995)
Description: This bank was used to review applications for funding under the Housing Technology Incentives Program and to administer the funds to those approved. It contains: names, addresses, details of the proposals, grant agreements, requests for payments and project reports.
Class of Individuals: Inventors and product developers, firms and individuals.
Purpose: The purpose of this bank was to determine recipients of Housing Technology Incentives grants and to administer the grants.
Consistent Uses: The information contained in the bank was used to announce grant recipients,

administer agreements and maintain statistics on program activities.
Retention and Disposal Standards: Records are destroyed five years after their submission to CMHC.
RDA Number: 96/027
Related PR#: CMH PDR 200
TBS Registration: 001929
Bank Number: CMH PPU 090

Investigative Bodies
Description: This bank contains "Requests for Disclosure to Investigative Bodies" of CMHC case files (loans, grants, etc.) by federal/provincial investigative bodies covered by federal/provincial agreements under the Privacy Act.
Class of Individuals: Individuals named by investigative bodies.
Purpose: The purpose of this bank is to assist in investigations by investigative bodies named in federal/provincial agreements under the Privacy Act.
Consistent Uses: Information contained in this bank may be shared with federal investigative bodies pursuant to paragraph 8(2)(e) of the Privacy Act.
Retention and Disposal Standards: Records are retained for five years following the request and then destroyed.
RDA Number: 96/027
Related PR#: CMH CSS 035
TBS Registration: 001933
Bank Number: CMH PPU 110

Investors Settlement System (ISS)
Description: The bank contains information, such as the administration fee code and investor name and code, to support remittances to investors for sold mortgages administered by CMHC.
Class of Individuals: Investors for sold mortgages administered by CMHC.
Purpose: The purpose of this bank is to provide a business system which supports remittances to investors for sold mortgages administered by CMHC.
Consistent Uses: Information in this bank is used for administrative, analytical and reporting purposes.
Retention and Disposal Standards: Records are retained for five years after settlement and then destroyed.
RDA Number: 96/027
Related PR#: CMH IAA 115
TBS Registration: 001916
Bank Number: CMH PPU 020

Lawyers and Notaries Appointed Agents of CMHC
Description: This bank contains information on lawyers and notaries appointed by the government as agents of CMHC.
Class of Individuals: Lawyers and notaries appointed to act as legal agents for CMHC.
Purpose: The purpose of this bank is for internal accounting and monitoring of activity.
Consistent Uses: The information contained in this bank is used for reports to the minister responsible for CMHC.
Retention and Disposal Standards: Records are retained for seven years after appointment is terminated and then destroyed.
RDA Number: 96/027
Related PR#: CMH CSS 030
TBS Registration: 001925
Bank Number: CMH PPU 065

List of Landlords
Description: This bank contains the names and addresses of landlords from whom CMHC leases property, descriptions of the property and the amount of the rental.
Class of Individuals: Entrepreneurs who rent property to CMHC.
Purpose: The purpose of this bank is to establish a list of persons from whom the Corporation leases property/accommodation.
Consistent Uses: Information in this bank is used for administrative and reporting purposes.
Retention and Disposal Standards: Files are retained for seven years after termination of lease and then destroyed.
RDA Number: 96/027
Related PR#: CMH PRN 905
TBS Registration: 001924
Bank Number: CMH PPU 060

List of Potential Purchasers of Housing Projects
Description: This bank contains a record of information on individuals and companies interested in purchasing projects owned by CMHC. The data includes general mailing information and the necessary information in determining if an individual or company would be interested in a property that CMHC is proposing to sell (i.e. location and size of project).
Class of Individuals: Individuals and companies submitting proposals for the purchase of real estate owned by CMHC and those showing an interest.

Purpose: The purpose of this bank is to provide a source of interested buyers for housing projects owned by CMHC.
Consistent Uses: The information in this bank is used to mail and distribute documentation to individuals.
Retention and Disposal Standards: The records of potential investors are retained until they wish no further correspondence from CMHC.
RDA Number: 96/027
Related PR#: CMH IAA 115
TBS Registration: 001922
Bank Number: CMH PPU 050

Mailing Lists
Description: This bank contains mailings lists with the names, addresses, e-mail address of individuals, firms, companies, organizations, associations, groups, etc.
Class of Individuals: Individuals from the general public or those representing firms, companies, organizations, associations, groups, etc.
Purpose: To maintain standard lists of individuals, firms, companies, organizations, associations, groups, etc., for the purpose of mailing publications, reports, brochures, surveys, information material and other documentation on CMHC's activities, programs and marketing.
Consistent Uses: The information is used to conduct surveys, mail and distribute documentation to individuals, firms, companies, organizations, etc., on the mailing lists.
Retention and Disposal Standards: Records are destroyed two years after last administrative action.
RDA Number: 96/027
Related PR#: CMH PDR 315; CMH PDR 101
TBS Registration: 005381
Bank Number: CMH PPU 140

Marketing and Sales/Order Processing Management System
Description: Information in this bank includes customer name and address, product and quantity ordered, amount and method of payment, payment identification number, address and method for shipping. This bank may be accessed by any of the following identifiers: customer name, customer number, order number, credit card number or postal code.
Class of Individuals: Individuals from the general public or those representing firms, companies, organizations, associations, groups, etc.
Purpose: The purpose of this bank is to administer the purchase, and distribution for products and services sold by Canada Mortgage and Housing Corporation (CMHC Web site, CMHC Call Centre, CMHC Regional Offices, The Canadian Housing Information Centre, etc.).
Consistent Uses: The information is used to administer the purchase, billing and distribution of CMHC published material or material available for purchase by the public. Customer information is also used to provide information to improve the marketing and support of the Corporation's products and services to its customers.
Retention and Disposal Standards: Records are retained for three years after the most recent purchase and then destroyed.
RDA Number: 96/027
Related PR#: CMH PDR 315; CMH PDR 101
TBS Registration: 005382
Bank Number: CMH PPU 145

Mortgage Rate Protection Plan (Program terminated 1997)
Description: This bank contains information on individuals applying for assistance under the Mortgage Rate Protection Plan (MRPP).
Class of Individuals: Individuals holding a mortgage under the plan.
Purpose: The purpose of this file is to administer MRPP loans.
Consistent Uses: The information in this bank was used for statistical and accounting purposes.
Retention and Disposal Standards: Records are destroyed two years after the last administrative action.
RDA Number: 95/018
Related PR#: CMH IAA 115
TBS Registration: 001932
Bank Number: CMH PPU 105

National Housing Act (NHA) Insured Loans Files
Description: This bank is comprised of all loans made since 1961 under sections 8.1 (formerly 6), 57 (formerly 34.15), 15.1 (formerly 58) and 98 (formerly 59) of the NHA. Records include details on applicants, income, age, family composition, loan and property characteristics. Records also include information obtained through the process involved in the payment of a claim received due to a defaulting borrower such as financial information, legal documentation, income verification, credit reports, and verification of down payment and deficiency judgment.
Class of Individuals: Applicants for NHA insured loans and defaulting borrowers.
Purpose: The purpose of this bank is to document both the underwriting and claims payment processes.

Consistent Uses: The bank is used for statistical purposes, for program evaluation, audit trails, to effect recovery action under deficiency judgment, and to investigate cases of suspected fraud.
Retention and Disposal Standards: Homeownership: In the local office, all loan documentation is retained for a period of six months following the issuance of a Certificate of Insurance and then transferred to a commercial off-site storage facility for a period of seven years and then destroyed. Multiples, rentals and condominium projects: In the regional Business Centres, all loan documentation is retained for a period of six months following the issuance of a Certificate of Insurance and then transferred to to a commercial off-site storage facility for a period of 15 years and then destroyed. Any claims received/ paid containing a judgment are held indefinitely. Documents received from local offices and regional Business Centres are retained on a microformat at the National Office for two years following the life of the mortgage and then destroyed. Information is also maintained on an EDP system.
RDA Number: 95/018
Related PR#: CMH IAA 115
TBS Registration: 001920
Bank Number: CMH PPU 040

National Housing Act (NHA) Mortgage Assistance
Description: The Canadian Homeownership Stimulation Plan (CHOSP) and the Canada Mortgage Renewal Plan (CMRP) files contain personal information provided by applicants on their financial and loan details, personal income, etc. These programs were terminated December 31, 1983.
Class of Individuals: Homeowner applicants for CHOSP and CMRP.
Purpose: The purpose of this bank is to determine eligibility for grant assistance and to administer CHOSP and CMRP programs.
Consistent Uses: Information contained in this bank is used for analytical, reporting and research purposes.
Retention and Disposal Standards: CMRP and CHOSP files are kept for 10 years after programs are terminated and then destroyed.
RDA Number: 95/018
Related PR#: CMH IAA 140
TBS Registration: 001917
Bank Number: CMH PPU 025

National Housing Act (NHA) Mortgage Loan Administration Files
Description: The NHA loan files include information such as employment, salary, dependents, financial statements, management capabilities, and copies of correspondence relating to the repayment and ongoing administration of the mortgage loan.
Class of Individuals: Individual borrowers under the NHA.
Purpose: The purpose of this bank is to determine eligibility and administer loans.
Consistent Uses: Information in this bank is used for administrative, analytical and reporting purposes.
Retention and Disposal Standards: Records are retained for two years after the loan is terminated and then destroyed.
RDA Number: 95/018
Related PR#: CMH IAA 115
TBS Registration: 001915
Bank Number: CMH PPU 015

NHA Mortgage Backed Securities Program
Description: Information on individual investors maintained by a central payer and transfer agent (CPTA) on behalf of the program and under contract to CMHC.
Class of Individuals: Investors (institutional and retail, i.e. individuals) who own an NHA Mortgage-Backed Security.
Purpose: The purpose is to record ownership of MBS certificates, permit payment to investors, allow dissemination of information to investors.
Consistent Uses: Information in this bank is used for administrative, analytical and reporting purposes.
Retention and Disposal Standards: Records will be retained for a period of seven years following payout of certificate or completion of all administrative action and then destroyed.
RDA Number: 95/018
Related PR#: CMH IAA 107
TBS Registration: 003696
Bank Number: CMH PPU 125

Rural and Native Housing Program/Client Information
Description: The bank is used to maintain files on homeowner clients of CMHC's Rural and Native Housing Program. It contains personal and financial information, including client characteristics, and repayment patterns.
Class of Individuals: Native and rural residents requiring housing assistance.

Purpose: The purpose of this bank is to monitor and administer the program and its delivery.
Consistent Uses: The information in this bank is used for statistical and accounting purposes and to monitor demographic changes. It is also used to investigate cases of suspected fraud.
Retention and Disposal Standards: Direct loan files are retained for two years and then destroyed; multiples, rentals and condominium projects are retained for five years following full payment of mortgage and then destroyed.
RDA Number: 95/018
Related PR#: CMH PSO 060
TBS Registration: 001918
Bank Number: CMH PPU 030

Scholarship Program and Awards Programs
Description: This bank was created for the administration and review of applications under Part IX of the National Housing Act (NHA) for university scholarships or awards in housing-related areas. It contains the following: curricula vitae, research or work proposals, references, letters of evaluation, and the review committee members' comments on each proposal. Social insurance numbers are collected pursuant to the Income Tax Act.
Class of Individuals: Individuals interested in pursuing graduate or postgraduate education in housing.
Purpose: The purpose of this bank was to maintain an inventory of applicants seeking a scholarship award for graduate or postgraduate study or a CMHC housing award.
Consistent Uses: The information in this bank was used to announce award winners, administer scholarship payments and maintain statistics on program activities and applicants.
Retention and Disposal Standards: Records are retained for six years after cessation of the term of the projects and then destroyed. Program was terminated in March 1995.
RDA Number: 96/027
Related PR#: CMH PDR 190
TBS Registration: 001923
Bank Number: CMH PPU 055

Tenant Information from Projects Subsidized by CMHC
Description: This bank was created for tenant information collected by CMHC in the limited situations where it is necessary to collect personal information on tenants residing in federally subsidized housing to audit, investigate or for statistical purposes by CMHC. This information consists of any record related to tenant income collected by the project.
Class of Individuals: Individuals who are tenants in projects receiving subsidies from CMHC.
Purpose: This information is used to determine and verify tenant income for the purpose of allocating subsidies either to the tenant or the project and investigate misuses of subsidies or fraud.
Consistent Uses: The information is used for statistical, audit and investigative purposes.
Retention and Disposal Standards: The records are kept for seven years and then destroyed.
RDA Number: 96/027
Related PR#: CMH PSO 055
TBS Registration: 003296
Bank Number: CMH PPU 135

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Automated Document, Records, Information Management Systems

Business Continuity Plans

Executive Correspondence Management Systems

Hospitality

Personnel Security Screening

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Classes of Personal Information

Program Evaluation

This class of personal information contains data collected specifically for CMHC program evaluation studies. The data are used to support program evaluation, policy analysis and program development. Included in this bank are data related to client surveys, dwelling surveys, industry surveys and data collected to measure the impact of programs. This bank is located at CMHC National Office. Routine files are destroyed two years following completion of the evaluation. Files are retrievable by program evaluation study.

Manuals

- Administrative Guide: Default Management and Claims
- Becoming an Approved Lender
- Bringing Home Ownership Within Reach with Mortgage Loan Insurance
- CMHC Housing Awards: Guidelines and Application
- CMHC Homeowner Mortgage Insurance Tool Kit
- CMHC Mortgage Loan Insurance Handbook
- CMHC Pension Fund Investment Management Guidelines
- CMHC's Approach to Mortgage Loan Underwriting for Multiple Unit Projects
- Computer Centre Users' Guide
- Corporate Management Structure
- Counselling Handbook – Home-ownership
- Electronic Portfolio Insurance – Approved Lender's Guide
- emili Quick Reference
- Experts in Residence Program – Guidelines and Application
- External Research Program Guidelines and Application Form
- Guidelines and Procedures Manual (30 volumes)
- Helping to Create Opportunities: Mortgage Loan Insurance made easy Automated Approval Lender's Handbook (June 1, 1999); Residential Underwriting.
- Home Ownership Loans – Borrower Eligibility
- Industry Guide to CMHC Mortgage Loan Insurance
- Instrument of Delegation of Financial Signing Authorities
- Management Information Services Practices
- NHA Mortgage-Backed Securities – Information Kit for Issuers (NHA 6707)
- NHA Mortgage-Backed Securities Program Guide (available on CMHC's Web site)
- Part IX Guidelines and Procedures
- Pension Plan Handbook
- Guidelines Quick Reference Guide for Approved Lenders – Fax on Demand
- Reference Guide – NHA Mortgage Loan Insurance for Rental, Licensed Care and Retirement Properties
- Residential Rehabilitation Assistance Program (RRAP)
- Rural and Native Housing Program Handbook
- Security of Information Classification Guide
- Social Housing Forecasting Model User Handbook
- Subject Classification Guide
- Urban Native Housing Operating Manual (NHA 6676)
- Urban Native Property Management Manual (NHA 2010)
- Urban Native Tenant Counsellor's Guide (NHA 6886)

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please note: Requests made to the Canada Mortgage and Housing Corporation under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Canada Mortgage and Housing Corporation.

For further information about the Corporation and its activities, programs and publications may be obtained from:

The Canadian Housing Information Centre (CHIC)
Canada Mortgage and Housing Corporation
700 Montreal Road
Ottawa, Ontario K1A OP7

Telephone: 613-748-2367
Toll-free: 1 800 668-2642
Facsimile: 613-748-4069
E-mail: chic@cmhc-schl.gc.ca

Reading Room

The Canadian Housing Information Centre (CHIC) has been designated as a public reading room according to the Access to Information Act. The Centre is located at:

CMHC's National Office
700 Montreal Road
Ottawa, Ontario K1A 0P7

Additional reading rooms are available at each of CMHC's Regional Business Centres.

Canada-Newfoundland and Labrador Offshore Petroleum Board

Chapter 20

General Information

Background

The Canada-Newfoundland and Labrador Offshore Petroleum Board was established in 1987 as a joint federal/provincial agency pursuant to the federal Canada-Newfoundland Atlantic Accord Implementation Act and by the provincial Canada-Newfoundland and Labrador Atlantic Accord Implementation Act. These acts brought into law the principles established in a 1985 agreement between the federal government and the provincial government relating to offshore petroleum resources.

Responsibilities

The Board manages the petroleum resources in the Newfoundland and Labrador offshore area on behalf of the Government of Canada and the Government of Newfoundland and Labrador. Its authority is derived from the legislation implementing the 1985 Atlantic Accord between the two governments.

The Board has a duty to ensure that management of offshore land rights takes place in an orderly way; that assessments of the resource potential of the offshore area are completed on a timely basis; offshore exploration and production activities are conducted in a safe and environmentally responsible manner; exploitation of the resource is conducted in accordance with good oilfield practice to optimize recovery and avoid waste; and operators' procurement decisions are consistent with their statutory obligations and agreements with governments to provide economic and social benefits to Canada, and in particular to Newfoundland and Labrador; and it provides guidance to industry regarding regulatory requirements and encourages continuous improvement in practices that provide for worker safety and environmental protection.

Legislation

- Canada-Newfoundland and Labrador Atlantic Accord Implementation Newfoundland Act, R.S.N. 1990, c.C-2
- Canada-Newfoundland Atlantic Accord Implementation Act, S.C. 1987, c.3

Organization

The Board consists of seven members who are appointed for fixed terms of office (The Board currently has six Board members). Three members are appointed by the federal government, three by the provincial government and the Chairman is appointed by both the federal and provincial governments. The Chairman also acts on a full-time basis as Chief Executive Officer.

Exploration Department

This Department is responsible for co-ordinating geophysical and geological program authorizations; monitoring and evaluating geological and geophysical programs and exploratory and delineation drilling; determining significant and commercial discovery areas; evaluating undiscovered resource potential of the Board's area of jurisdiction; providing recommendations on development plans and maintaining geological and geophysical databases and cuttings, cores and fluid samples.

Resource Management Department

This Department is responsible for oil and gas conservation; assessing discovered resources and productive capacities; administering regulations concerning exploitation schemes for depletion of oil and gas pools, reservoir data acquisition and production rate limitation; reviewing and providing recommendations on well evaluation programs, development plans for oil and gas fields, production accounting procedures and testing programs; maintaining the reservoir database; evaluating conservation and enhanced recovery projects; monitoring field performance; and conducting reservoir performance studies.

Operations and Safety Department

This Department is responsible for reviewing and providing recommendations regarding the approval of offshore petroleum exploration, development and production activities; reviewing operators' emergency response plans; monitoring offshore petroleum activities; conducting safety

audits and inspections related to procedures, training and equipment; administering and making recommendations regarding the drafting of regulations, their standards and guidelines; monitoring any conditions of approval; co-ordinating with other agencies as required; and providing status reports of offshore petroleum activities.

Environmental Affairs Department

This Department assesses environmental effects; administers and advises on environmental protection regulations and guidelines; establishes and monitors compliance with physical environment and effluent treatment requirements; co-ordinates with other environmental agencies; and reviews operators' environmental emergency contingency plans.

Industrial Benefits Department

This Department provides advice to the Board concerning the administration of the Canada-Newfoundland and Labrador benefits plan provisions of the legislation, including provisions related to domestic procurement, employment, project management, research and development, education and training, and employment equity.

Legal and Land Department

This Department is responsible for providing legal and land advice and services to the Board. Land matters include the issuance of exploration rights through calls for bids; and the administration of exploration, significant discovery and production licenses.

Administration Department

This Department provides administrative, financial, human resource, and computer services to the Board.

The Executive Committee

The Executive Committee manages the day-to-day activities of the Board. It comprises the Chairman and all of the vice-chairmen.

Information Holdings

Program Records

Board Management

Description: Information relating to the organization and operations of the Board, including correspondence with federal and provincial government departments; correspondence with oil and gas operators; records of Board, executive and management meetings; internal policies; memoranda of understanding; frontier lands regulatory framework; and other related general correspondence.
Topics: Chairman and CEO; Board meeting minutes; policies; correspondence; legislation; regulations.
Program Record Number: CNP EXE 005

Corporate Files

Description: General information including annual reports, corporate brochures, etc. for oil and gas industry suppliers, contractors and consultants.
Topics: Inquiries; correspondence; annual reports; brochures.
Program Record Number: CNP CBD 035

Exploration and Resource Management

Description: Information relating to the results of geophysical and geological surveys and exploratory and development drilling, such as seismic, gravimetric, magnetic and geochemical surveys and well histories. This data includes well materials (cuttings, cores, and fluids) sampled during the drilling. Information relating to discovered oil and gas resource estimates; results of the well evaluation program, including core analysis, well logs, fluid analysis and well test data; conservation and enhanced recovery projects, reservoir performance and productive capacity.
Topics: Core samples and cuttings; resource estimates; data analysis; approvals and authorizations; production accounting; reservoir performance
Program Record Number: CNP RED 080

Operations and Safety and Environment

Description: Information relating to development and production activities including: operating licenses; engineering research, feasibility studies or experimental projects; development applications for offshore petroleum projects; status of development or production operation activities; diving program approvals; production operation authorization; certificates of fitness; and letters of compliance. Information relating to exploration and development drilling activities including: Drilling Program Approvals, Authorities to Drill a Well, Final Well Reports (well history documents), and daily and weekly status of drilling operation activities. Information relating to the occupational health and safety of workers employed in the exploration, production, conservation, processing or

transportation of petroleum, including procedures, training requirements and safety equipment; operations, inspections and audits on MODUs and standby vessels; accident/incident reports, investigations and analysis; contingency plans arising as a result of exploration, development and production activities; safety committee meetings; and exercises and drills. Information relating to the protection of offshore operations from physical environmental risks, and to the protection of the environment from the effects of offshore oil and gas activities, including: offshore environmental assessments and reviews; environmental contingency planning; physical environmental data; environmental protection exercises; marine pollution incidents; and environmental research and development projects.
Topics: Safety audits; approvals and authorizations; occupational health and safety; training; investigations; envirornmental audits; oil spills; exercises and drills; contingency planning.
Program Record Number: CNP EAD 075

Industrial Benefits
Description: Information relating to the review, approval and implementation of Canada-Newfoundland and Labrador benefit plans submitted by oil and gas operators.
Topics: Canada-Newfoundland and Labrador benefits plans; contracts; employment; benefits.
Program Record Number: CNP CBD 030

Legal Services and Land Management
Description: Information relating to the Board's corporate procedures, financial security required by the operators, legislation affecting the Board, contract documents, recommendations and advice respecting legal or policy matters, and the registration of documents relating to interests and instruments. Information relating to the issuance and administration of oil and gas exploration and production rights on offshore Newfoundland and Labrador, including the terms and conditions of exploration, significant discovery and production licences; registration of interests held and transferred; calls for nominations; calls for bids; security and bid deposits and allowable expenditure schedules; work expenditure reports; rental reports; and significant discovery declarations and areas.
Topics: Security deposits; contracts; legal advice; registry documents; licenses; call for bids; land holdings.
Program Record Number: CNP EXD 055

Public Affairs
Description: Information relating to the Board's external communications including publications; media and public relations; and advertising, informational and educational programs and materials.
Topics: Inquiries; communications; media relations; news releases.
Program Record Number: CNP PAD 045

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Acts and Legislation

Administration and Management Services

Buildings

Employment and Staffing

Finance

Furniture and furnishings

Hospitality

Occupational Health, Safety and Welfare

Pensions and Insurance

Personnel

Physical Security

Procurement

Relocation

Travel

Particular Personal Information Banks

Access Requests
Description: This bank contains information relating to formal access requests made pursuant to the Access to Information Act and the Privacy Act.
Class of Individuals: Members of the public or employees of the Board who request access to personal information contained in the Board's records.
Purpose: To maintain a record of requests under the Privacy Act and the Access to Information Act.
Consistent Uses: The information is also used to respond to formal requests made under the Privacy Act and the Access to Information Act.
Retention and Disposal Standards: Access requests are retained for 2 years and are then destroyed.

RDA Number: The Board has initiated discussions with National Archives to establish retention and disposal standards for its Personal Information Banks.
Related PR#: CNP PRN 930
TBS Registration: 002312
Bank Number: CNP PPU 015

Certification of Diving Personnel
Description: This bank contains information received from divers and other diving personnel seeking certification by the Board, as well as information regarding such certification and related correspondence. Certain applications are supported by medical certificates.
Class of Individuals: Individuals seeking certification as divers or other diving personnel.
Purpose: To provide a record of the qualifications and experience of divers and other diving personnel for purposes of certification and to record such certifications.
Consistent Uses: Information may be shared with other agencies or authorities that certify diving personnel in other jurisdictions.
Retention and Disposal Standards: Information is retained in an individual's file until he or she reaches the age of 70 and is thereafter destroyed, provided that at least two years have elapsed since the last administrative action.
RDA Number: The Board has initiated discussions with National Archives to establish retention and disposal standards for its Personal Information Banks.
Related PR#: CNP EAD 075
TBS Registration: 004347
Bank Number: CNP PPU 020

Employment Applications
Description: This bank contains applications received from individuals seeking employment with the Canada-Newfoundland and Labrador Offshore Petroleum Board. These requests usually include a letter to which a curriculum vitae is attached.
Class of Individuals: Individuals seeking employment.
Purpose: To maintain applications for prospective position openings.
Consistent Uses: The information is also used to evaluate employees for positions.
Retention and Disposal Standards: The applications are retained for one year and are then destroyed.
RDA Number: The Board has initiated discussions with National Archives to establish retention and disposal standards for its Personal Information Banks.
Related PR#: CNP PRN 920
TBS Registration: 002311
Bank Number: CNP PPU 005

Personal Services Contracts
Description: This bank contains information relating to bidders' lists and individuals hired under personal service contracts by the Canada-Newfoundland and Labrador Offshore Petroleum Board. The bank contains contracts placed, services rendered, length of contracts, money expended and the contracts and supporting documents.
Class of Individuals: General public.
Purpose: To maintain a record of contracts placed, services rendered, length of contracts, money expended and the contracts and supporting documents.
Consistent Uses: The information is also used to control contracts issued.
Retention and Disposal Standards: Records are transferred to a dormant file after two years, and destroyed after 10 years.
RDA Number: The Board has initiated discussions with National Archives to establish retention and disposal standards for its Personal Information Banks
Related PR#: CNP PRN 912
TBS Registration: 002310
Bank Number: CNP PPU 010

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Hospitality

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Manuals

- Emergency Response Plan
- Geophysical, Geological, Environmental, and Geotechnical Program Guidelines
- Development Application Guidelines
- Newfoundland Offshore Area Guidelines for Drilling Equipment
- Exploration Benefits Plan Guidelines

- Guidelines Respecting Financial Responsibility for Work or Activity in the Newfoundland and Labrador and Nova Scotia Offshore Areas
- Catalogue of Information and Services
- Compensation Guidelines Respecting Damages Relating to Offshore Petroleum Activities
- Procurement Reporting Guidelines, – Hibernia Development Project
- Offshore Waste Treatment Guidelines

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Board and its various programs and functions may be directed to:

Access to Information and Privacy Co-ordinator
Canada-Newfoundland and Labrador Offshore Petroleum Board
TD Place
140 Water Street, 5th Floor
St. John's, Newfoundland A1C 6H6

Telephone: 709-778-1464
Facsimile: 709-778-1473
E-mail: mbaker@cnlopb.nl.ca
Internet: www. cnlopb.nl.ca

Reading Room

The Board's library has been designated as a public reading room in accordance with the Access to Information Act. The library is located at:

Canada-Newfoundland and Labrador Offshore Petroleum Board
TD Place
140 Water Street, 3rd floor
St. John's

Canada-Nova Scotia Offshore Petroleum Board

Chapter 21

General Information

Background

The Canada-Nova Scotia Offshore Petroleum Board was established in 1990 as a joint federal-provincial agency pursuant to the federal Canada-Nova Scotia Offshore Petroleum Resources Accord Implementation Act and the provincial Canada-Nova Scotia Offshore Petroleum Resources Accord Implementation (Nova Scotia) Act. These Acts implemented a 1986 agreement between the federal government and Nova Scotia relating to offshore petroleum resources. The Board has offices in Halifax and Dartmouth, Nova Scotia.

Responsibilities

The Board's principal responsibilities include: enhancement of safe working conditions for offshore petroleum activities; protection of the environment during offshore petroleum activities; management of offshore petroleum resources to ensure that operators provide for maximum economic recovery and avoid waste; review of industrial benefits matters relating to petroleum activities offshore Nova Scotia so as to ensure that Canadians, with first consideration given to Nova Scotians, have a full and fair opportunity to participate on a competitive basis in the supply of goods and services to be used in any offshore petroleum activities; issuance, in a controlled and fair manner, of licences required to carry out petroleum exploration and development activities offshore Nova Scotia. The Board also maintains a public registry of licences, curates samples and geological and geophysical information (which is made available to the public following a statutory confidentiality period), and compiles and develops information on petroleum resources within the Nova Scotia Offshore area; collection, maintenance and distribution of offshore petroleum information to the petroleum industry, governments and the public in general.

Legislation

- Canada-Nova Scotia Offshore Petroleum Resources Accord Implementation (Nova Scotia) Act, S.N.S. 1987, c. 3.
- Canada-Nova Scotia Offshore Petroleum Resources Accord Implementation Act, S.C. 1988, c. 28.

Organization

The Board consists of five members who are appointed for fixed terms of office. The Government of Canada and the Government of Nova Scotia each appoint two members. The Chairman is appointed by both governments. The Board has a Chief Executive Officer who is responsible for day to day operations of the Board and a staff of thirty people.

Offshore Petroleum Resources

This Department is responsible for assessing discovered petroleum resources and evaluating the undiscovered petroleum resource potential of the Nova Scotia offshore area; recommending lands for disposition through calls for bids (including the terms and conditions of calls for bids and licences); administering licences under which oil and gas rights are held and maintaining a public registry of such licences; evaluating the results of geological and geophysical surveys and exploratory and development drilling; determining areas to be designated as significant discoveries or commercial discoveries; archiving geological, geophysical and well history reports; and curating cuttings, cores and fluid samples.

Offshore Operations, Health and Safety

This Department is responsible for providing recommendations regarding the approval of plans, programs and specific activities related to exploration, development or production; monitoring any conditions of approval; conducting audits, inspections and investigations related to procedures, training and equipment;reviewing operator's management system frameworks and safety plans; reviewing operators' emergency response plans; and monitoring and providing status reports on offshore petroleum activities. It is also responsible for conserving oil and gas resources; assessing the productive capacities of wells; monitoring field performance and conducting reservoir performance studies; and administering regulations concerning production schemes, production rate limitations and the acquisition of reservoir data.

Environmental Affairs

This Department assesses the environmental effects of offshore operations as well as risks to offshore operations arising from the physical environment. It administers and advises on environmental protection regulations and guidelines, establishes and monitors compliance with physical environment and effluent treatment requirements, coordinates with other environmental agencies, and reviews operators' environmental emergency contingency plans.

Administration, Industrial Benefits and Legal

This Department provides administrative, financial, human resources and legal services to the Board. The Department is responsible for the Board's external communications, including publications and public relations. The Department also administers statutory requirements concerning employment and industrial benefits plans.

Information Holdings

Program Records

Administration

Description: Information relating to office management and administration, including human resources, employee benefits, furniture and equipment, software, leases and leasehold improvements, purchasing, insurance, and travel.
Topics: The records related to Administration may contain information about the internal management and organization of Board staff, employee benefits; office management, furniture, equipment, software, leases, leasehold improvements, purchasing, insurance and travel.
Access: By file number and subject matter.
Format: Documents are in hardcopy and electronic format.
Program Record Number: NSO NSO 050

Benefits

Description: Information relating to statutory plans concerning industrial benefits and employment.
Topics: The records related to Benefits may contain information about competitive bids, industrial benefits, suppliers and service providers, research, training, technology transfers and project work activities.
Access: By file number, subject matter and company.
Format: Documents are in hardcopy and electronic format.
Program Record Number: NSO NSO 025

Board Management

Description: Information relating to the organization and operations of the Board, including correspondence with Board members and ministers, liaison with federal and provincial government departments, memoranda of understanding with other agencies, Board by-laws, records of Board meetings, and related general correspondence.
Topics: The records related to Board management may contain information about inter-governmental correspondence, memoranda of understanding, Board meeting minutes, records of Board decisions and resolutions, and Board by-laws.
Access: By file number and subject matter
Format: Documents are in hardcopy and electronic format.
Program Record Number: NSO NSO 005

Environmental

Description: Information relating to the protection of offshore operations from physical environmental risks and to the protection of the environment from the effects of offshore oil and gas activities, including environmental assessments and reviews, environmental contingency plans, physical environmental data, environmental protection exercises, marine pollution incidents, and environmental studies and research.
Topics: The records related to Environmental may contain information about environmental assessments, research and studies, contingency plans, physical data, environmental effects monitoring reports, incident reports, inter-government correspondence and workplans.
Access: By file number, subject matter and company.
Format: Documents are in hardcopy and electronic format.
Program Record Number: NSO NSO 035

Financial

Description: Information relating to financial administration, including budgeting, payroll (including source deductions and remittances), asset inventories, bank statements, audit matters, royalty collection and remittance, and financial accounting and reporting.
Topics: The records relating to Financial administration may contain payroll, accounts, budgets, audits and bank statements
Access: By file number and subject matter.

Format: Documents are in hardcopy and electronic format.
Program Record Number: NSO NSO 020

General
Description: Information relating to industry associations, standards associations, training organizations and other training matters, consultants and general correspondence.
Topics: The records related to General may contain information about trade associations, industry organizations, lobbying groups, training organizations, consultants, workshops and conferences.
Access: By file number, subject matter and company.
Format: Documents are in hardcopy and electronic format.
Program Record Number: NSO NSO 060

Legal
Description: Information relating to opinions, recommendations or advice respecting legal or policy matters, financial security required from operators, access to information and privacy, and the collection and administration of royalties.
Topics: The records related to legal may contain information on opinions, recommendations or advice respecting legal or policy matters.
Access: By file number and subject matter.
Format: Documents are in hardcopy and electronic format
Program Record Number: NSO NSO 010

Legislation, Regulations and Guidelines
Description: Information relating to federal and provincial legislation and regulations, guidelines and internal policies and procedures.
Topics: The records related to Legislation, Regulations and Guidelines may contain information about rights and resources, environmental protection, financial responsibility, development applications, occupational health and safety requirements and industrial benefits plans.
Access: By file number, subject matter and company.
Format: Documents are in hardcopy and electronic format.
Program Record Number: NSO NSO 015

Operations and Safety
Description: Information relating to exploration, development and production activities, including operating licences, development plans, approvals of plans and programs, authorizations of specific activities, activity status reports, well files, certifying authorities and certificates of fitness, inspections and audits of operational procedures and equipment, directives, accident and incident reports, investigations, contingency plans, safety committee meetings, exercises and drills, and other matters relating to operations, occupational health and safety, evaluations of reservoir performance and productive capacity.
Topics: The records related to Operations and Safety may contain information about activity or work authorizations, inspections, operational audits, accidents, incidents, safety plans, contigency plans, certifcates of fitness, activity status reports, well files, safety committee meetings, exercises and drills.
Access: By file number, subject matter and company.
Format: Documents are in hardcopy and electronic format.
Program Record Number: NSO NSO 030

Public Affairs
Description: Information relating to the Board's external communications, including publications, the website, and media and public relations.
Topics: The records related to Public Affairs may contain information about environmental issues, regulatory matters, public consultations, work authorizations, activity reports, and intergovernmental correspondence.
Access: By file number and subject matter.
Format: Documents are in hardcopy and electronic format.
Program Record Number: NSO NSO 055

Resources
Description: Information relating to the results of geophysical, geological and well site surveys and exploratory and development drilling; geological and geophysical studies; estimates of discovered and undiscovered oil and gas reserves; and the Board's Core Storage and Laboratory facility.
Topics: The records related to Resources may contain information about exploratory drilling, development driling, geological and geophysical studies, oil and gas reserves, geophyiscal and geological samples and cores.
Access: By file number, subject matter and company.
Format: Documents are in hardcopy, electronic format, and microfilm.
Program Record Number: NSO NSO 040

Rights Management
Description: Information relating to the issuance and administration of licences for oil and gas exploration and production, including registry and

title matters, calls for nominations, calls for bids, work deposits, allowable expenditure schedules, work expenditure reports, rental reports, and declarations of significant and commercial discoveries.
Topics: The records related to Rights Management may contain information concerning oil and gas exploration and production licences, call for bids, work deposits, title matters, nominations, allowable expenditure schedules, work expenditures, rental reports, and declarations of significant and commercial discoveries.
Access: By file number and subject matter.
Format: Documents are in hardcopy and electronic format.
Program Record Number: NSO NSO 045

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Particular Personal Information Banks

Certification of Diving Personnel
Description: This bank contains applications received from divers and information regarding such certification and related correspondence. Certain applications are supported by medical certificates. As of March 2003 the Board no longer issues diving certifcates and has signed a memorandum of understanding with the Diver Certification Board of Canada to undertake the certification of divers.
Class of Individuals: Individuals seeking certification as divers or other diving personnel.
Purpose: To provide a record of the qualifications and experience of divers and other diving personnel for purposes of certification and to record such certifications.
Consistent Uses: Information may be shared with other agencies or authorities that certify diving personnel in other jurisdictions.
Retention and Disposal Standards: Information is retained in an individual's file until he or she reaches the age of 70 and is thereafter destroyed, provided that at least two years have elapsed since the last administrative action.
RDA Number: TBD
Related PR#: NSO NSO 030
TBS Registration: 003315
Bank Number: NSO PPU 005

Employment Applications
Description: This bank contains applications received from individuals seeking employment with the Board. These are usually in the form of letters to which curricula vitae are attached.
Class of Individuals: Individuals seeking employment.
Purpose: Information may be used to fill vacancies.
Consistent Uses: The information may also be used for planning and staffing purposes.
Retention and Disposal Standards: The applications are retained for six months and are then destroyed.
RDA Number: TBD
Related PR#: NSO NSO 050
TBS Registration: 003316
Bank Number: NSO PPU 010

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Classes of Personal Information

Certain personal information may be collected which is not contained in the specific data banks described above; for example, information on personnel providing services to the Board or an operator (either directly or through a contractor) or personal information obtained through requests for information or offers of services. This information is stored as part of the general subject files, where records are not normally retrieved by an individual's name or other personal identifier. This personal information is normally retrievable only if specifics are provided concerning the subject matter. The retention periods for these classes of personal information are controlled by the records disposal schedules of the general subject files in which they are stored.

Manuals

- Emergency Response Plan
- Geophysical and Geological Programs in the Nova Scotia Offshore Area–Guidelines for Work Programs, Authorizations and Reports
- Guideline on the Issuance of Exploration Licences

- Guidelines Respecting Financial Responsibility for Drilling in the Nova Scotia and Newfoundland Offshore Areas
- Industrial Benefits and Employment Plan Guideline
- Land Division Guideline
- Plans and Authorizations Required for Development Projects
- Guidelines Respecting Drilling Programs
- CNSOPB/CNOPB Joint Guideline – Data Acquisition and Reporting for Well, Pool and Field Evaluations
- Operator's Safety Plan
- Respecting Physical Environment Programs during Petroleum Drilling and Production Activities on Frontier Lands
- Offshore Waste Treatment Guidelines
- Offshore Chemical Selection Guidelines

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please note that under section 122 of the federal Canada-Nova Scotia Offshore Petroleum Resources Accord Implementation Act and section 121 of the provincial Canada-Nova Scotia Offshore Petroleum Resources Accord Implementation (Nova Scotia) Act, certain information provided to the Board is privileged and cannot be disclosed without the written consent of the person who provided it.

Requests concerning released well data, geological data, geophysical data and samples should be directed to:

Archive and Laboratory Supervisor
Core Storage and Laboratory
Canada-Nova Scotia Offshore Petroleum Board
201 Brownlow Avenue, Suite 27
Dartmouth, Nova Scotia B3B 1W2

Telephone: 902-468-3994

Requests concerning the ownership of licences and other registry matters should be directed to:

The Registrar
Canada-Nova Scotia Offshore Petroleum Board
TD Centre
1791 Barrington Street, 6th Floor
Halifax, Nova Scotia B3J 3K9

Telephone: 902-422-5588

Requests for other information may be directed to the manager of the appropriate department noted above, at the Board's Halifax office (address and phone number as above).

Information regarding Board activities and offshore petroleum resource regulation can be found at the web site: www.cnsopb.ns.ca.

Reading Room

The Board has facilities for the examination of records by the public at both its Halifax and Dartmouth offices.

Canada-Nova Scotia Offshore Petroleum Board
201 Brownlow Avenue, Suite 27
Dartmouth, Nova Scotia B3B 1W2

Canada-Nova Scotia Offshore Petroleum Board
TD Centre
1791 Barrington Street, 6th Floor
Halifax, Nova Scotia B3J 3K9

Canada Post Corporation

Chapter 22

Note: This institution is not subject to the Access to Information Act.

General Information

Background

Canada Post Corporation is a federal Crown corporation, established by the Canada Post Corporation Act on October 16, 1981. It collects, processes and delivers mail across Canada, and between Canada and more than 200 postal administrations around the globe. The Corporation is entrusted with 11 billion messages and parcels annually to 14 million addresses in rural and urban Canada. Products and services are marketed through a network of 23,000 retail points of purchase.

Canada Post Corporation, with 73,000 full and part-time employees, is the sixth largest employer in Canada outside of government and, with over $6 billion in annual revenue, is a large and important part of the transportation and communications sectors of the Canadian economy.

In the course of doing business, Canada Post Corporation maintains and uses records of employees, contractors, customers and others. The Corporation places a high value on the protection and propriety of such personal information; employee access to their records and customer confidentiality are longstanding traditions.

Organization

Communications
Corporate Secretary
Corporate Security
Customer Relationship Network
Finance
Human Resources
Information Marketing
Mail Operations
Northern Services
Office of the Ombudsman
Real Estate
Retail Business
Sourcing Management

Information Holdings

Particular Personal Information Banks

Communications

Corporate Correspondence Service
Description: This bank contains letters and e-mail enquiries addressed or referred to the Minister, Chairman, President, and other executives of Canada Post Corporation, letters addressed to Customer Relationship Network offices in the region, background material compiled in the preparation of responses and the responses. Certain information, such as the incoming letter, draft and final replies and an index, exists in automated form in the Corporate Correspondence System (CCS). In some but not all cases, the background material exists in automated form as well. Individuals seeking access to this bank should specify the family name and postal code used in the previous enquiry. (Note that stamp suggestions may also be stored in Stamp Subjects and Designer References, CPC PPU 025.)
Class of Individuals: Customers, Members of Parliament, other elected officials and the general public. The records may contain personal information on other individuals, where they are the subject of the enquiry (e.g. regarding Canada Post Corporation employees and contractors).
Purpose: The purpose of this bank is to support the preparation of responses to Regional, Ministerial, Chairman, and Presidential enquiries, and general Corporate enquiries pertaining to the operations and administration of Canada Post Corporation.
Consistent Uses: The records are used to support the correspondence system; to monitor the preparation of responses; for reference purposes when subsequent or similar enquiries are received, for subsequent mailings, when new developments warrant a follow-up letter to correspondents who have expressed an interest in particular subjects, and to identify trends or patterns.
Retention and Disposal Standards: Draft replies stored in automated form are deleted when the correspondence is signed. Paper records and the automated index are retained for seven years after

the year of the response and then destroyed and deleted, respectively.
RDA Number: 91/020
Related PR#: CPC COM 1
TBS Registration: 002075
Bank Number: CPC PPU 030

Parliamentary Relations
Description: This bank contains records of telephone or written enquiries from Ministerial staff, Members of Parliament, Senators or other elected officials pertaining to Canada Post and its operating programs or on behalf of constituents. It also contains letters addressed or referred to the Minister, Chairman, President, executives of Canada Post or Customer Service offices referred to Parliamentary Relations for advice, response; background for the preparation of responses, and the responses themselves. Certain information exists in automated form. Other information includes correspondence and documentation pertaining to the organization of Canada Post and operational programs for the purposes of briefing the Minister and elected officials, case files, House of Commons petitions and Order Paper questions. (Related records may be found in Corporate Correspondence Service, CPC PPU 030.) Individuals seeking access to this bank should specify names, dates, locations and subject matter, as this information is not retrievable by personal identifier.
Class of Individuals: Customers, Members of Parliament and members of the general public. Records may contain personal information about other individuals where they are the subject of the enquiry.
Purpose: The purpose of this bank is to support and respond to enquiries.
Consistent Uses: The records are also used to monitor the preparation of responses, for reference purposes when subsequent or similar enquiries are received, and to identify and monitor trends.
Retention and Disposal Standards: General correspondence is retained for two calendar years after last administrative use. Case files and House of Commons petitions and Order Paper questions are retained for 5 years after last administrative use and then destroyed.
RDA Number: 97/020
Related PR#: CPC COM 2
TBS Registration: 004001
Bank Number: CPC PPU 003

Corporate Secretary

Board of Directors
Description: This bank contains such records as Orders-in-Council appointing directors, statements of qualifications, brief biographies, fees and expense documents and related correspondence. (Note that payment records also are stored in Accounts Payable, CPC PPU 060.)
Class of Individuals: Existing and recent members of Canada Post's board of directors.
Purpose: The purpose of this bank is to support the nomination and remuneration of members of the board of directors.
Consistent Uses: The records in this bank assist in the preparation of appointments to the board and in the administration of the affairs, business and activities of the board; they are also used with respect to payments and for other purposes pertaining to the board and its individual members.
Retention and Disposal Standards: Records are retained for seven years after the fiscal year during which the director ceases to hold office and then destroyed.
RDA Number: 91/020
Related PR#: CPC SEC 1
TBS Registration: 002007
Bank Number: CPC PPU 105

Legal Affairs
Description: This bank contains information relating to potential and actual claims by or against the Canada Post Corporation, contracts and agreements, arbitrations, memoranda, opinions and advice and other legal matters involving the Corporation. Note that copies of opinions and other legal documents may also be stored in other personal information banks.
Class of Individuals: Individuals involved in legal matters.
Purpose: The purpose of this bank is to provide a record of legal opinions and advice to, as well as representation on behalf of, the Corporation.
Consistent Uses: The records are used to provide legal opinions and advice to the Corporation and to represent the Corporation and protect its interests.
Retention and Disposal Standards: Records are retained for ten years after the year of termination of the contract or disposal of the property and then destroyed. Claims by or against the Corporation, labour arbitrations and related legal matters are retained for twenty-one years after the year of settlement. Memoranda (citing authority), opinions and advice are retained 100 years after case closed and then destroyed.

RDA Number: 97/020
Related PR#: CPC SEC 2
TBS Registration: 002076
Bank Number: CPC PPU 110

Corporate Security

Access Control Systems

Description: This bank contains identification card applications, temporary pass applications, photographs, visitor registers and occasional incident reports, as well as related correspondence. Limited information exists in automated form. The Card Access/Alarm System may also produce reports for incident investigation purposes and statistical analysis. Individuals seeking access to this bank should specify location and dates.
Class of Individuals: Canada Post contractors who have authorized access to Corporation facilities.
Purpose: The purpose of this bank is to control access to certain facilities, to provide for the security of Canada Post employees and property and anything in the course of post.
Consistent Uses: The records are used to issue and cancel identification cards or building passes, and to maintain building security.
Retention and Disposal Standards: Records are retained for two years after expiry of the cards and then destroyed. Visitors logs are retained for one year.
RDA Number: 91/020
Related PR#: CPC CS 1
TBS Registration: 001340
Bank Number: CPC PPU 080

Investigative Body Requests – Public

Description: This bank contains requests made by investigative bodies, as well as records of disclosure (if the request is granted), occasional legal opinions and related material. Individuals seeking access to this bank should provide their full name and address.
Class of Individuals: Individuals who are the subject of, or party to, lawful investigations.
Purpose: The purpose of this bank is to ensure that requests by law enforcement agencies for personal information held by Canada Post are properly authorized.
Consistent Uses: The records are used to monitor information requested and/or provided to law enforcement agencies, and to ensure compliance with the Privacy Act, the Canada Post Corporation Act and corporate policy. Privacy Commissioner or delegate, may view the records when investigating complaints or conducting audits.
Retention and Disposal Standards: Records in this bank are retained for two years after the year of their last administrative use (which is normally the decision to grant or refuse the request, or the processing of subsequent requests or complaints relating to the original request), and are then destroyed.
RDA Number: 91/020
Related PR#: CPC CS 2
TBS Registration: 001342
Bank Number: CPC PPU 090

Postal-Related Crimes/Offenses

Description: This bank contains information gathered during investigations and contains details of the crime(s) committed. For example, information on employees involves such offenses as theft of mail or embezzlement. Information on members of the general public involves national or international crimes, burglary of post offices and street box equipment, forgery of money orders, theft of mail, the illegal transportation of explosives and other dangerous substances and mail vehicle robberies. In addition, intelligence is collected regarding individuals or firms suspected of using the mails for an illegal purpose.
Class of Individuals: Canada Post employees, contractors and members of the general public who are suspected or known to be involved in the above-noted postal related crimes/offenses as defined by the Canada Post Corporation Act and Regulations, as well as Criminal Code offenses involving the mail.
Purpose: The purpose of this bank is to help solve and reduce postal related crimes and offences and to provide for the security of the officers and employees of the Corporation, the property of the Corporation, and anything in the course of post.
Consistent Uses: The records are used to support investigative and intelligence activities designed to solve or reduce crimes against Canada Post Corporation. Certain information may be shared with the security branches of other postal administrations, other federal investigative bodies, police agencies and, where warranted, with the Department of Justice for possible prosecution.
Retention and Disposal Standards: Records are retained for ten years after completion of the investigation or judicial or quasi-judicial proceedings and then destroyed. Records of proceedings dealt with under subsection 41 of the Canada Post Corporation Act, when a prohibitory order has been issued, are retained for three years

after the year the order ceases to have effect and are then transferred to National Archives of Canada. If the records are judged by the National Archivist to be of historical/archival value, they are retained permanently.
RDA Number: 91/020
Related PR#: CPC CS 3
TBS Registration: 001341
Bank Number: CPC PPU 085

Reliability Checks
Description: This bank contains criminal record name checks and, if applicable, fingerprints, criminal records, recommendations, decisions, appeals and related correspondence. Limited information may exist in automated form as a data element of the Maintain Applicant Activities, Conduct Security Checks module of Systems Applications and Products (SAP). Individuals seeking access to this bank should specify location and dates.
Class of Individuals: Prospective Canada Post employees and contractors who do not have security clearances, but who require reliability checks because of their ready access to mail, cash and other valuable assets.
Purpose: The purpose of this bank is to help ensure the security of Canada Post employees and property and anything in the course of post.
Consistent Uses: The records are used to help determine an individual's reliability. Identifying information is disclosed to the RCMP in order to determine whether individuals have criminal records.
Retention and Disposal Standards: Records are retained for two years after the year the check is completed, and then destroyed. If notified that a pardon has been granted, the criminal records in question are destroyed immediately.
RDA Number: 91/020
Related PR#: CPC CS 4
TBS Registration: 001339
Bank Number: CPC PPU 075

Security Clearances
Description: This bank contains such records as personal history forms, criminal record name checks and, if applicable, fingerprints, criminal records, summaries of RCMP and Canadian Security Intelligence Service (CSIS) investigations, adverse findings, appeals, updates, cancellations, pardons and related correspondence. Limited information may exist in automated form, as data elements of the Maintain Applicant Activities, Conduct Security Checks module of Systems Applications and Products (SAP), CPC PPE 804. Data elements include name and clearance level granted versus level required for the position and whether it is due for renewal. Individuals seeking access to this bank should specify location and dates.
Class of Individuals: Canada Post contractors who occupy or are about to occupy positions involving access to financial and other assets and sensitive information and systems.
Purpose: The purpose of this bank is to help determine the suitability of contractors being considered for or in security-risk positions.
Consistent Uses: The records are used to determine the level of security clearance, and to support decisions on transfers, promotions and termination of employment. Monthly computer printouts are used to ensure the security clearance level of individuals is adequate for the positions they occupy. Details of RCMP and CSIS investigations that may have taken place are stored in those agencies' security clearance banks.
Retention and Disposal Standards: Paper records are retained for two years after termination of contract and then destroyed. If notified that a pardon has been granted, the criminal records in question are destroyed immediately.
RDA Number: 91/020
Related PR#: CPC CS 5
TBS Registration: 001338
Bank Number: CPC PPU 070

Customer Relationship Network
Description: This bank contains such records as enquiries, complaints or claims, declarations (in the case of claims) and information relating to their processing. Certain information exists in automated form in the Customer Relationship Management (CRM) module of the Systems Applications and Processes systems (SAP). CRM provides a single point from the Customer Interaction Centre (CIC) screen where customer history can be viewed and transactions such as claims, orders, enquiries, customer contract or account enquiries can be launched from one screen. Data elements include the names and addresses of the sender and addressee, the nature of the shortcoming (e.g., delay, loss, damage, redirection, call-for), the type and value of the item, any special services purchased (registration), dates of mailing and claim, insured amount, result of investigation and amount paid. Individuals seeking access to this bank should specify the date and subject matter of their previous enquiry, as well as the names and addresses of the sender and addressee on the article or other identifying information.

Class of Individuals: Customers who have submitted enquiries or complaints to Customer Relationship Network; or who have applied for indemnification. (Note that payment records also are stored in Accounts Payable, CPC PPU 060; that written enquiries and complaints also are processed through the Corporate Correspondence system, CPC PPU 030; and that Risk Management Claims, CPC PPU 050, also includes claims records.)
Purpose: The purpose of this bank is to support the management of responses to customer enquiries, as well as the resolution of complaints and claims.
Consistent Uses: The records are used to analyze and resolve complaints, claims and other concerns; to respond to enquiries about mail services, regulations and rates; for audit and market research purposes; and to identify trends or patterns. Certain information may be disclosed to Transport Canada, the Canada Customs and Revenue Agency, foreign postal authorities, law enforcement agencies and others, where necessary, to resolve the claim or enquiry.
Retention and Disposal Standards: Records are retained for two years after last administrative use (which is normally the issue of a response to an enquirer or indemnification), and then destroyed. Disposal of payment records stored in Accounts Payable is governed by the retention schedule for that bank.
RDA Number: 91/020
Related PR#: CPC CR 1
TBS Registration: 001331
Bank Number: CPC PPU 100

Finance

Financial Accountability Cases

Description: This bank includes such information as job titles, work locations, investigation reports on losses, occasional credit reports and statements by persons involved, legal advice concerning disposition of cases, the decisions of the committees and follow-up information (for example, concerning collection, payment, prosecution, garnishment, other legal proceedings). (Note that documents may also be stored in Legal Affairs, CPC PPU 110). Individuals seeking access to this bank should specify their name and other information sufficient to identify the case, such as the date, location, type and amount of the loss.
Class of Individuals: Canada Post agents, contractors and others involved in actual or suspected losses of financial assets.
Purpose: The purpose of this bank is to support committees on financial accountability, which review financial losses incurred by the Corporation, and to facilitate the collection of accounts due to the Corporation.
Consistent Uses: The records are used to help correct situations that have led to financial losses within Canada Post, both in terms of recovering funds and preventing future losses.
Retention and Disposal Standards: Records are retained for six fiscal years after the year of recovery or write-off of the debt or loss and then destroyed. Disposal of related records in the above-noted information banks is governed by the retention schedule for those banks.
RDA Number: 91/020
Related PR#: CPC FIN 1
TBS Registration: 001762
Bank Number: CPC PPU 065

Post Office Savings Bank

Description: Contains Post Office Savings Bank (1868-1969) unclaimed account information. Account holders wishing to confirm if funds remain on deposit in their name must forward a written request together with appropriate documentation, preferably the account passbook, which identifies the assigned account number. Legal authority is required by those acting on behalf of an account holder or an estate.
Class of Individuals: Individuals having funds on deposit with Canada Post, either currently or within the past 15 years.
Purpose: To support administration of the remaining 56,600 accounts currently outstanding in the Post Office Savings Bank, the value of which is 2.6 million dollars.
Consistent Uses: Records of the Post Office Savings Bank are accessed monthly to facilitate the confirmation and withdrawal of funds by valid account holders or their legal representatives. Accounts having a balance of less than $25.00 and no activity in relation thereto for a period of 30 years are transferred to the credit of the Receiver General for Canada. (Note that payment records are also stored in Accounts Payable, CPC PPU 060 and by Money Order Services.)
Retention and Disposal Standards: Records are retained for a period of 15 years after the year an account is closed, whether by withdrawal or through transfer to the Receiver General for Canada, and then destroyed.
RDA Number: 91/020
Related PR#: CPC FIN 2

TBS Registration: 001336
Bank Number: CPC PPU 055

Risk Management Claims
Description: This bank contains records regarding claims for damages involving general liability and motor vehicle liability, legal opinions, settlement transactions and other correspondence relating to incident involving third parties. The records contain information on the parties involved, their insurers (if applicable) and the nature of the injury or loss (e.g., lost employment, income or medical expense). The records also concern losses to Canada Post property due to fire, storm impact and such crimes as robbery, break and enter, and vandalism. Limited information exists in automated form in the Risk Management Information System. Data elements include the names of the employee and claimant, the cause and type of loss and settlement cost. Note that payment records are also stored in Accounts Payable, CPC PPU 060, and that claims involving delayed, lost or damaged mail are stored in Customer Relationship Network, CPC PPU 030. Individuals seeking access to this bank should specify details such as incident location and date.
Class of Individuals: Third parties making claims or from whom Canada Post is seeking damages.
Purpose: The purpose of this bank is to support the resolution of Corporation and third-party claims.
Consistent Uses: Records are used to determine liability for motor vehicle, and other accidents involving third parties; as well as damage to CPC property; to approve damage settlements, such as payments by and to the Corporation (claims requiring investigation, particularly those involving injury are handled by outside adjusters); to support claims by Canada Post against insurance policies in force; and to facilitate loss control and other measures to prevent and mitigate recurrences. Note that certain information may be provided to insurance companies, lawyers acting on behalf of either party and the police, to facilitate resolution of the claim.
Retention and Disposal Standards: Records are retained for six years after the fiscal year during which the claim by or against the Corporation is settled and then destroyed. unless a minor was involved, in which case the records are retained for six fiscal years after the minor's age of majority (varies from province to province).
RDA Number: 91/020
Related PR#: CPC FIN 3
TBS Registration: 001335
Bank Number: CPC PPU 050

Human Resources

Crown Debt Requests
Description: This bank contains requests from and responses to such federal institutions as the Canada Customs and Revenue Agency and Human Resources Development Canada, seeking to locate individuals owing federal Crown debts (e.g., overdue income tax, unemployment insurance overpayments, customs duties, defaulted student loans) or to whom Crown payments are due. This bank also contains the Social Insurance Number, which is provided, unsolicited, by the federal institutions.
Class of Individuals: Individuals owing Crown debts, or to whom Crown payments are due, who are the subject of an inquiry.
Purpose: The purpose of this bank is to ensure Canada Post can properly decide and account for disclosures of this sort.
Consistent Uses: None
Retention and Disposal Standards: Records are retained for two years after the year of response and then destroyed.
RDA Number: 91/020
Related PR#: CPC HR 1
TBS Registration: 002157
Bank Number: CPC PPU 120

Human Rights
Description: This bank contains confidential documents with respect to the submission of human rights complaints, as well as investigation and analysis reports and records of decisions taken during the investigation and resolution of said complaints. Background information varies with the complaint, but could include grievances, medical reports, and other correspondence related to the subject of the complaint. Individuals seeking access to this bank should specify the name of the complainant and the location and date of the incident. Certain information exists in automated form as a confidential module of the Systems Applications and Products (SAP).
Class of Individuals: Employees or customers submitting discrimination complaints and individuals alleged to have harassed or discriminated against complainants.
Purpose: The purpose of this bank is to support the investigation and resolution of allegations of discrimination based on prescribed grounds set out in the Canadian Human Rights Act, and allegations of personal harassment in the workplace.

Consistent Uses: The records are used to help determine whether or not harassment or discrimination has occurred (note that records of complaints are not stored on the complainant's Employee Personal File). Individuals found to have harassed or discriminated may have a disciplinary notice to that effect placed on their Employee Personal File. Information may be disclosed in confidence to relevant Corporation officials and to the Canadian Human Rights Commission to facilitate resolution of the complaint.
Retention and Disposal Standards: Records are retained for five calendar years after year of case closed and then destroyed.
RDA Number: 91/020
Related PR#: CPC HR 2
TBS Registration: 001761
Bank Number: CPC PPU 096

Official Languages Complaints
Description: This bank contains records documenting the nature, extent, scope, type and location of official languages complaints, as well as the results of complaint investigations and resolution. Note that the identity of complainants is protected under section 60 of the Official Languages Act throughout the investigation process. Therefore, unless complainants agree to reveal their identity, records are anonymous in nature.
Class of Individuals: Individuals or groups who file complaints either directly with CPC or with the Commissioner of Official Languages (excluding official languages issues handled through Customer Service).
Purpose: The purpose of this bank is to support the investigation and resolution of official languages complaints submitted by individuals or groups to the Commissioner of Official Languages or CPC and to retain an audit trail of actions taken. Certain information exists in automated form as a confidential module of the Systems Applications and Products (SAP).
Consistent Uses: The records are used to report internally to the Management and to external agencies responsible for monitoring compliance of the Official Languages Act and related regulations. They may also be disclosed to the Federal Court or other authorized third parties to facilitate the resolution of complaints, grievances or court action.
Retention and Disposal Standards: Complaint files are retained for five calendar years after complaint resolved or withdrawn and then destroyed.
RDA Number: 98/005
Related PR#: CPC HR 3
TBS Registration: 003737
Bank Number: CPC PPU 125

Privacy Act Requests/Complaints
Description: This bank contains the request forms submitted by individuals seeking access to their files, the replies to such requests and information related to their processing, including exempt material. It also includes records of complaints to Canada Post Privacy Coordinators and the Privacy Commissioner of Canada and their resolution, and exceptional third-party requests referred to privacy coordination staff for advice or decision. Individuals seeking access to this bank should specify the approximate date(s) of the request(s) or complaint(s) concerned. Certain information exists in automated form as a confidential module of the Systems Applications and Products (SAP).
Class of Individuals: Canada Post contractors and customers who have submitted formal access, correction or notation requests under the Privacy Act to a Canada Post privacy coordinator or internal or formal complaints, or who are the subject of exceptional third-party requests.
Purpose: The purpose of this bank is to support the processing of requests and complaints submitted by individuals under the Privacy Act, and to retain an audit trail of actions taken.
Consistent Uses: The records are used to process access, correction and notation requests, to respond to complaints, and to report annually to Parliament on their disposition. Annotations regarding requests, exemptions, corrections and disclosures to third parties may be attached to the records requested. Records may be disclosed to the Privacy Commissioner and to the Federal Court, to facilitate the resolution of complaints or court actions.
Retention and Disposal Standards: Records are retained for two years after the year of last administrative use (which is normally the provision of records requested under the Privacy Act, the processing of correction or notation requests or the resolution of complaints), and then destroyed.
RDA Number: 91/020
Related PR#: CPC HR 4
TBS Registration: 001344
Bank Number: CPC PPU 115

Staffing and Employment
Description: This bank contains such records as solicited and unsolicited job applications, acknowledgement of receipt letters, job descriptions, selection profiles, competition

posters, transfer requests, resumes of work experience and education, reference letters and checks, official languages knowledge examination papers, tests and results, lists of candidates, interview notes and rating board assessments, eligibility lists, offers of employment, notes of post-board interviews and related correspondence. Individuals seeking access to this bank should specify the competition number and date, if applicable, as well as position title and location.
Class of Individuals: Individuals who apply for or are hired to fill temporary and permanent positions with Canada Post Corporation.
Purpose: The purpose of this bank is to support internal staffing and external recruitment activities.
Consistent Uses: Job applications are screened when vacancies arise. Staffing records are used to provide impartial information to match new and vacant positions to the most qualified candidates (notations of staffing decisions may be stored in the Employee Personal file; certain information exists in automated form, in the Recruitment module of Systems Applications and Products (SAP). To assist in succession planning and career development; to conduct reference checks, provide feedback to candidates regarding their applications and job interviews; and to process complaints, appeals and grievances concerning appointments and promotions (see Grievances and Arbitrations, CPC PPE 813). Limited personal information regarding seniority, surplus and layoffs may be posted, as well as provided to collective bargaining agents. Personal information about successful candidates may be disclosed to unsuccessful candidates under strict conditions of confidentiality, to better explain decisions taken.
Retention and Disposal Standards: Records are retained for two years after last administrative use (which is usually the expiration of the appeal period for competitions), and then destroyed. Layoff/transfer lists are updated continuously and destroyed when superseded.
RDA Number: 91/020
Related PR#: CPC HR 5
TBS Registration: 001343
Bank Number: CPC PPU 095

Information Marketing

National Change of Address

Description: This bank contains data drawn from change of address forms, including: a mover's previous and new address; the mover's privacy choices (opt-out or opt-in); the length and dates for which redirection services have been purchased; payment data and records concerning participation in related services available to movers and mailers.
Class of Individuals: All subscribers to CPC's redirection of mail services whether purchased to a retail outlet or on-line.
Purpose: To facilitate the temporary or permanent redirection of mail.
Consistent Uses: To confirm service particulars and inform movers of address notification and other options; to produce letter carrier case cards and new address labels; with mover consent, to update the mailing lists of businesses and other organizations, including direct mailers , provided they have the movers' name and old address, and that the mover has provided consent by not optin out of the program; to delete movers' names and old addresses from mailing lists; to resolve complaints and enquiries; to contact movers on a mailer's behalf (without disclosing the new address); and for research, statistical and audit purposes. Change of address data may also be disclosed to law enforcement agencies conducting lawful investigations, and to certain federal government departments seeking to locate individuals owing a Crown debt or being owed a Crown payment (see CPC PPU 090 and CPC PPU 120, respectively).
Retention and Disposal Standards: Change of Address forms retained by postal outlets are destroyed six fiscal years after the year of transaction. The input copies are destroyed after six years after the year of transaction. Records regarding payments received are retained for six fiscal years after year of payment and then destroyed. Agreements with mailers (including records pertaining to names and addresses of individuals who have moved), are retained for six fiscal years after the year of the termination of the contract and then destroyed. Every month three-year-old addresses are archived.
RDA Number: 91/020
Related PR#: CPC IM 1
TBS Registration: 003294
Bank Number: CPC PPU 002

Office of the Ombudsman

Office of the Ombudsman – Requests for Assistance – Complaints

Description: This bank contains such records as inquiries, complaints and information relating to their processing. Data elements may, where applicable, include all or some of the following: the names and addresses of the sender and

addressee, the nature of the complaint (delay, loss, damage), the type and value of the item, any special services purchased, dates of mailing and claim, insured amount, result of investigation and amount paid. Individuals seeking access to this bank for the purpose of reviewing their personal files should specify the date and subject matter of their original inquiry with the Office of the Ombudsman, as well as their assigned file number. Individuals seeking access to this bank are encouraged to submit their request directly by phoning 1-800-204-4198.
Class of Individuals: Customers who have submitted to the Ombudsman a request for the review of their complaint with regard to the postal service.
Purpose: The purpose of this bank is to support the preparation of responses to customer inquiries, as well as the resolution of complaints concerning postal services.
Consistent Uses: The records are used to analyze and resolve complaints; to respond to inquiries about postal services; and to identify trends or patterns. Disclosure of Information: The Office of the Ombudsman at Canada Post abides by the Standards of Practice and the Code of Ethics of Ombudsman Associations. The Ombudsman, as a neutral official, has the responsibility of maintaining strict confidentiality concerning matters that are brought to his/her attention, unless given permission to do otherwise. The only exceptions, at the sole discretion of the Ombudsman, are where there appears to be imminent threat of serious harm.
Retention and Disposal Standards: Records are retained for seven years after last administrative use (which is normally the issue of a response to a request for the review of a complaint to the Ombudsman), and then destroyed.
(subject to approval)
RDA Number: 91/020
Related PR#: CPC OOB 1
TBS Registration: 004271
Bank Number: CPC PPU 099

Mail Operations

Delivery Control Systems

Description: This bank contains delivery records for signature services (Registered and Security Registered, Cash on Delivery, Insured Mail with Proof of Delivery, Priority Courier); directories or lists of customers used to ensure the accurate delivery of mail and the provision of related services (e.g., Community Mailbox, Group Mailbox and Rural Mailbox Delivery Mail Production and Delivery™) and related correspondence (e.g. , eSignature- a service free for online requests that allows signature retrieval as proof of delivery for items within Canada Post distribution services. These records contain such information on customers as name, fees paid, present address, previous address, effective dates, signature and proof of identity (when needed in picking up mail). Limited account information exists in automated form in the Priority Courier Track and Trace and Mail Production and Delivery™ systems.
Class of Individuals: Customers who subscribe to, or receive, postal signature services, submit a redirection/hold mail application or reside in areas requiring name/address lists to effect postal delivery.
Purpose: The records are used to support the provision of postal services, including signature mail services; to ensure accurate mail delivery where delivery service has changed or is difficult; to facilitate the reconciliation and audit of accounts; and to respond to inquiries or claims (see also Customer Relationship Network, CPC PPU 030). Electronic name and address lists and related information received from volume mailers are used in creating and addressing Lettermail Plus and Admail Plus items for subsequent delivery.
Consistent Uses: None
Retention and Disposal Standards: Signature service records are retained for a maximum of two years (eSignature online is retained for a maximum of one year)after the year of delivery and are then destroyed, with the exception of certain financial records, which are retained for seven years. As a convenience to customers, Mail Production and Delivery™ data are retained under strict security for six months and are then deleted. Directories and lists are updated continuously and destroyed when superseded or obsolete.
RDA Number: 91/020
Related PR#: CPC OPS 1
TBS Registration: 002558
Bank Number: CPC PPU 001

Retail Business

Postage Meter Services

Description: This bank describes information related to postage meter services provided by Canada Post. Limited personal information is contained in the Postage Meter Inventory Control System, a database that includes the name and mailing address of the client or individual representing the client institution,the postage

meter model numbers, the names of the suppliers or the individual representing the postage meter supplier and, in some cases, the products and services purchased.
Class of Individuals: Individuals or individuals representing organizations who have purchased postage to be used in a Canada Post approved postage meter.
Purpose: The information is used to record and verify postal transactions and report sales; to locate customers and postage meters; to resolve issues related to defective, destroyed, lost, stolen and returned postage meters. Data contained in the Postage Meter Inventory Control System is shared with the postage meter suppliers i.e. private companies to monitor equipment leases, sales and supplies.
Consistent Uses: The information is used to conduct market and related research, including new metering technology. Names of individuals and individuals representing client institutions may be shared with postage meter supply companies.
Retention and Disposal Standards: Hard copy records exist only for defective meters and are retained for a period of six years as of the date the meter is determined to be defective, then destroyed. Electronic records about customers are retained until two years after the customer has become inactive, then destroyed.
RDA Number: 91/020
Related PR#: CPC RB 1
TBS Registration: 006260
Bank Number: CPC PPU 135.

Money Orders Service
Description: This bank describes information related to money order transactions. Personal information is collected only when an individual purchases or redeems a combination of money orders that equals or exceeds $3,000. It includes the name, address, date of birth or driver license number of the individual, and the serial numbers and amounts of the money orders.
Class of Individuals: Individuals who purchase or redeem postal money orders.
Purpose: The information is used for record keeping, client identification and to investigate cases of lost and stolen money orders, frauds, forgeries and other irregularities. It is also used to comply with the requirements of the Proceeds of Crime (Money Laundering) and Terrorist Financing Act. Suspicious transactions and those over $3000 must be recorded and made available upon request to the Financial Transactions and Reports Analysis Centre of Canada. In addition, transactions over $10,000.00 must be reported to the Centre.
Consistent Uses: In the event of lost, stolen or other irregularities, information described in this bank may be shared with areas within Canada Post responsible for addressing these concerns. Please see CPC PPU 100 (Customer Relationship Network) and CPC PPU 085 (Postal Related Crimes/Offences)
Retention and Disposal Standards: All money order records will be retained for seven years after the purchase or redemption of individual money orders and then destroyed once the Records Disposition Authority (RDA) has been established.
RDA Number: To be determined.
Related PR#: CPC RB 2
TBS Registration: 006261.
Bank Number: CPC PPU 130

Philatelic Customers
Description: This bank contains information in both paper and automated form such as customer enquiries and mailing lists, coded to include special areas of interest, as well as invoices, funds on deposit, credit card numbers, order history, survey responses, and other sales records. A list of former customers who have issued bad cheques is also retained. Individuals seeking access to this bank should provide as many details as possible, such as name, address, subject matter, dates and account numbers.
Class of Individuals: Canada Post's national and international customers of philatelic products, sponsors of stamp clubs and those who have expressed an interest.
Purpose: The purpose of this bank is to support the sale and distribution of philatelic products and related promotional material.
Consistent Uses: The records are used to support philatelic sales and subscription services; to assist in the presentation of philatelic exhibits; to generate particular lists of customers/subscribers (for example, by area of interest); to control inventory; and for market research purposes, such as the identification of promotional needs and opportunities.
Retention and Disposal Standards: Financial records are retained for six years after last administrative use, which is usually payment for and mailing of philatelic products and then destroyed. Mailing lists are updated continuously, verified annually and retained until superseded or obsolete (for example, when customers submit change-of-address cards or requests to be deleted from the list; or move, leaving no forwarding

address). General correspondence is retained for two years and then destroyed.
RDA Number: 91/020
Related PR#: CPC RB 3
TBS Registration: 001327
Bank Number: CPC PPU 010

Postal Boxes
Description: This bank contains Postal Box Rental Agreements, Ledgers, and receipt form including service particulars (e.g. primary delivery mode, rental periods and the redirection of mail), the names of agents or others authorized to receive mail and whether the Postal Box service is for private or commercial use. Other records include general enquiries, receipts and other payment records, audits and accounts of terminating services. Certain information exists in automated form (Retail Outlet Support System {ROSS}). Individuals seeking access to this bank should provide Postal Box location, number, and rental dates.
Class of Individuals: Canada Post customers who have applied for or expressed interest in Postal Box services.
Purpose: The purpose of this bank is to support the provision of Postal Box services.
Consistent Uses: The records are used to provide the services requested and, if applicable, to facilitate the collection and refund of rent for Postal Boxes (receipts are forwarded to corporate head office to reconcile accounts), for periodic audits, for the Address Improvement Program and for market surveys and marketing purposes. Certain information may be disclosed to law enforcement and other federal or provincial agencies, pursuant to lawful investigations.
Retention and Disposal Standards: Postal Box applications and related records are retained for two years after the termination of service and then destroyed. Waiting lists are updated continuously, as boxes become available.
RDA Number: 91/020
Related PR#: CPC RB 4
TBS Registration: 001326
Bank Number: CPC PPU 005

Retail Postal Outlet Contracts
Description: This bank contains hardcopy and computerized records, including the terms and conditions of contracts with retail postal outlet operators and, from time to time, credit history reports. Individuals seeking access to this bank should provide full name, the retail postal outlet concerned and dates.
Class of Individuals: Individuals and businesses contracted to provide a range of basic postal services to the public. (Note that payment records also are stored in Accounts Payable, CPC PPU 060).
Purpose: The purpose of this bank is to administer a network of retail postal outlets.
Consistent Uses: The records in it are used to administer the network of retail postal outlets, including the authorization of payment of commissions on sales; and for periodic audits and market research.
Retention and Disposal Standards: Contracts awarded and supporting documentation are retained for six years after fiscal year of completion and non-renewal and then destroyed. Financial records are also retained for six years and then destroyed. Tenders not awarded are retained for two fiscal years and then destroyed.
RDA Number: 91/020
Related PR#: CPC RB 5
TBS Registration: 001329
Bank Number: CPC PPU 020

Stamp Subjects and Designer References
Description: This bank contains such information as subject suggestions, their supporters, and enquiries, general correspondence, résumés, samples of art work (usually reproduced on 35mm slides) and, if applicable, letters of commission. Individuals seeking access to this bank should provide name and date of previous submission. (Note that stamp subject suggestions may also be stored in Corporate Correspondence Service, CPC PPU 100, and payment records concerning commissioned designs are also stored in Accounts Payable, CPC PPU 060.)
Class of Individuals: Canadian designers, artists, illustrators, photographers and others who have indicated their interest in being considered for a postage stamp design commission.
Purpose: The purpose of this bank is to provide a visual reference file of the work of Canadian designers and artists who could be considered for a postage stamp design commission.
Consistent Uses: The records are used to consider possible designers to be commissioned to submit design proposals for new stamp issues.
Retention and Disposal Standards: Samples of work are returned to designers upon request. Records regarding rejected solicitations are retained for two years after the year of rejection and then destroyed. Records relating to commissioned stamp designers are retained for ten years and then transferred to National

Archives of Canada. If the records are judged by the National Archivist to be of historical/archival value, they are retained permanently.
RDA Number: 91/020
Related PR#: CPC RB 6
TBS Registration: 001330
Bank Number: CPC PPU 025

Stamp Vendors (closed 2005)
Description: This bank contains the sales histories of stamp vendors, such as records of stamp purchases, amount of the discount and amount paid. Individuals seeking access to this bank should specify registered name and address as well as stamp sales details.
Class of Individuals: Individuals and small businesses who have applied for or been granted a permit to purchase stamps at a discount for resale to the public.
Purpose: The purpose of this bank is to support the sale of stamps via a network of stamp vendors.
Consistent Uses: Vendors use permits to purchase stamps at a discount.
Retention and Disposal Standards: Records are retained for two years after last administrative use and then transferred to National Archives of Canada. Information judged by the National Archivist to be of archival/historical value is retained permanently. The remainder is destroyed.
RDA Number: 91/020
Related PR#: CPC RB 7
TBS Registration: 001328
Bank Number: CPC PPU 015

Sourcing Management

Accounts Payable
Description: This bank contains such records as claims, authorizations, expense reports, receipts, cheque requisitions, advances, correspondence and other supporting documents relating to expenses being reimbursed, fees being paid, claims being settled and other payments. Records of transactions also exist in automated form in the Accounts Payable System and in the Systems Applications and Products (SAP). This includes travel and other expenses claims, approvals and records of payments, including direct deposit information. Individuals seeking access to this bank should specify whether they are a contractor or claimant and provide details of the payment such as location, type and dates.
Class of Individuals: Canada Post suppliers of goods and services, including stamp designers and members of the Board of Directors claiming travel and hospitality expenses; and to members of the general public, indemnified for claims made against the Corporation. (see Canada Post's contract and claims personal information banks for details).
Purpose: The purpose of this bank is to support the Accounts Payable function, which is to make non-payroll payments in accordance with authorizations.
Consistent Uses: The records are used to substantiate and issue cheques for the above-noted expenses, fees, claims and other payments; and for planning, budgeting and audit purposes.
Retention and Disposal Standards: Records are retained for six fiscal years following the fiscal year during which the expenses were incurred and then destroyed.
RDA Number: 91/020
Related PR#: CPC SM 1
TBS Registration: 001337
Bank Number: CPC PPU 060

Parking
Description: This bank contains permit applications for parking, including special parking priviledges, and related correspondence about parking of motor vehicles on property owned or leased by Canada Post. Records of transactions may also exist in automated form. Individual seeking access to this bank should specify employment location and dates.
Class of Individuals: Canada Post contractors and others who have applied for or received Corporate parking permits.
Purpose: The purpose of this bank is to support the control of parking at certain Canada Post facilities.
Consistent Uses: The records are used to control the issue and revocation of parking permits and the prosecution of parking violators. The records may also be used to help coordinate car pools. Note that certain records are beyond CPC control as many employees have personal contracts with private parking lot operators.
Retention and Disposal Standards: Records are retained for two years after the fiscal year in which the permit expired and then destroyed.
RDA Number: 97/020
Related PR#: CPC ADM 1
TBS Registration: 001334
Bank Number: CPC PPU 045

Purchasing Contracts
Description: This bank contains records relating to contracts, renewals and terminations and supporting documentation, which may include the request for proposal, price quotes, curriculum vitae, company résumé, records of experience, terms of

reference, financial/insurance/bonding information, reliability checks and/or security clearance levels, and performance records. This bank also contains data relating to Vendor Master data for Canada Post which consists of Vendor/Contractor address and contact information, GST/HST, Business number or Social Insurance Number (as required under section 237 of the Income Tax Act) and banking information. Individuals seeking access to this bank should provide their full name, the name of their company (if applicable), the Canada Post contract/proposal number, and the location of the procurement office.Certain information may exist in the Systems Applications and Products (SAP).
Class of Individuals: A limited number of individuals offering or providing professional services in management and information technology consulting, market research, health services, security, translation, labour arbitration, counselling and temporary help, as well as in architecture, engineering, construction, property appraisal, property development and property management, including cleaning and maintenance; and equipment, supplies and other goods. (Note that payment records are stored in Accounts Payable, CPC PPU 060; that records on contractors providing mail or letter carrier transportation services are stored in Transportation Contracts, CPC PPU 035; and that records on retail postal outlet operators are stored in Retail Postal Outlet Contracts, CPC PPU 020.) This bank also contains a limited list of vendors and contractors that offer or provide goods and services to Canada Post. The records for vendors and contractors are used to enable Canada Post to pay vendors, generate contracts and purchase orders and prepare income tax information.
Purpose: The purpose of this bank is to support the award and administration of Canada Post's procurement and certain other service contracts. And, to process contracting activity, payment of invoices, preparation of T1204's under section 237 of the Tax Regulations for vendors and contractors.
Consistent Uses: The records are used to monitor performance or equipment supplied against requirements, so as to verify entitlements; and for evaluation and audit purposes. For example, the information may be collated and analysed to determine average costs by geographic areas and specialities.
Retention and Disposal Standards: Tenders not awarded are retained for two fiscal years and then destroyed. Contracts awarded and supporting documentation are retained for six years after fiscal year of completion and non-renewal and then destroyed. All contracts relating to accepted designs for stamps, first day covers and postal stationery are retained for six years after the completion of the contract and then destroyed. All correspondence and contracts with stamp suppliers relating to the production of quantities of stamps, first day covers and postal stationery, are retained for six years after completion of the contract and then destroyed. Vendors and contractors calendar is under review. However, contract files dealing with Intellectual Property are kept indefinitely since these contracts are the only proof of Canada Post ownership of the property in situations of copyright infringements. Intellectual Property files are retained by Canada Post.
RDA Number: 97/020
Related PR#: CPC SM 2
TBS Registration: 003293
Bank Number: CPC PPU 031

Transportation Contracts
Description: This bank contains records relating to contracts, transfers, renewals and terminations and supporting documentation, including distance, stops, equipment used, costs and duration, financial/insurance/bonding information. Individuals seeking access to this bank should specify the name, dates and location of the service provided.
Class of Individuals: Individuals owning businesses which have bid on or been awarded contracts for the carriage of mail or for the transportation of letter carriers.
Purpose: The purpose of this bank is to support the award and administration of transportation contracts.
Consistent Uses: The records are used to create source lists and otherwise perform the tender process; to administer contracts, including the monitoring of performance and the granting of adjustments; to facilitate budgeting and cost control; and to produce internal reports and responses to external enquiries. Note that the name of the successful tenderer may be disclosed to unsuccessful tenderers and others, upon award of the contract.
Retention and Disposal Standards: Tenders not awarded are destroyed two years after the contract is awarded. Other records are retained for six years after termination and non-renewal of contract and then destroyed, except for registers of contracts, which are transferred to National Archives of Canada for selective retention.
RDA Number: 91/020
Related PR#: CPC SM 3

TBS Registration: 001332
Bank Number: CPC PPU 035

Real Estate

Real Estate Contracts

Description: This bank contains records relating to contracts, transfers, renewals and terminations and supporting documentation, including requests for proposal, price quotes, curriculum vitae, company résumé, records of experience, terms of reference, financial/insurance/bonding information, reliability checks and/or security clearance levels, performance and payments records. Individuals seeking access to this bank should provide their full name, the name of their company (if applicable) and the Canada Post project and location. If the contract in question has been let via Government Services Canada, provide those details.
Class of Individuals: Companies and a limited number of individuals offering or providing professional services in architecture, engineering, construction, property appraisal, brokerage services, property development and property management, including cleaning and maintenance. (Note that payment records are also stored in Accounts Payable, CPC PPU 060).
Purpose: The purpose of this bank is to support the award and administration of Canada Post's real estate lease and property management contracts.
Consistent Uses: The records are used to prepare source lists and select from among potential contractors and to monitor performance against requirements, so as to verify entitlements; and for evaluation and audit purposes. For example, the information may be collated and analysed to determine average costs by geographic areas and specialities. The information is shared with and often held by Canada Post's major procurement and real property management agents (e.g., Government Services Canada).
Retention and Disposal Standards: Tenders not awarded are retained for two fiscal years and then destroyed. Contracts awarded and supporting documentation are retained for six years after fiscal year of completion and non-renewal and then destroyed.
RDA Number: 97/020
Related PR#: CPC SM 4
TBS Registration: 003291
Bank Number: CPC PPU 038

Classes of Personal Information

Administrative Records

Certain information provided by or about individuals may also be found in administrative records, such as general correspondence and organizational planning files, minutes of committee meetings, daily information books, library loan and distribution lists, fixed asset inventory control reports, general ledger reports, audit reports and evaluations, internal electronic mail communications, video recordings and records relating to visits and conferences involving officials of other postal authorities. Several functions also provide advice on employee, customer or contractor matters concerning areas such as employee relations, labour relations, customer service, corporate security, occupational health and safety, etc. This information may exist in the form of personal notes, drafts, letters, case files and electronic mail messages, duplicates of which are often located in other personal information banks. Retention/disposal standards vary, but comply with a two-year minimum.

Marketing and Sales

This class includes marketing information such as marketing program offers e.g. VentureOne, market research studies, various coded mailing lists, market surveys and test reports concerning householders and other Canada Post customers (for example, large volume mailers). The records include correspondence, reports, accounts of sales calls and other meetings with customers, which may contain the names, titles and business addresses of company representatives, as well as profiles of key executives. These records are used for business purposes only, namely to identify customer needs and perceptions and to help make marketing decisions related to product and service mix, price and promotion. Canada Post also temporarily retains certain records which may contain personal information under arrangements with customers and business partners. These records assist in the preparation of account development strategies for national and divisionally managed accounts. Such records are not under the Corporation's sole control and may not be accessed without the prior consent of the customer or business partner involved. Note also that claims and enquiries related to collection and delivery services have been indexed and described as a Canada Post information bank

(see CustomerRelationship Network, CPC PPU 030). Certain records are held in electronic form in the following systems: Cash Receipts, Canadian Wildlife Service, National Accounts and Marketing Mailing List.

Undeliverable Mail

This class of records includes lettermail and parcels that, for any cause, cannot be delivered to the addressee or returned to the sender. This includes mail that cannot be delivered for legal reasons, and mail that is refused by the addressee or on which postage due is not paid by the sender on demand. The treatment of this mail is governed by the Undeliverable Mail Regulations. Undeliverable mail is opened to facilitate delivery to addressee or return to sender. Undeliverable admail is not returned to the sender or forwarded to an addressee unless it bears a specific request for return or redirection to another address, or has obvious value. Undeliverable international mail is returned to the country of origin unless marked abandoned, in which case it is treated in the same manner as domestic mail. When undeliverable mail of no obvious value does not contain sufficient information to permit the mail to be returned to the sender or forwarded to the addressee, it is destroyed. Where the mail contains cash or merchandise the cash is deposited to the credit of Canada Post Corporation and the merchandise is sold or otherwise disposed of in a manner approved by the Corporation.

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Privacy Act.

Records contained within information banks are limited to relevant data subjects. For example, if an individual has never bid on nor been awarded a contract with Canada Post, no record of that individual would exist in the applicable contract bank.

To facilitate access and records retrieval, specific details should be provided, such as those outlined in individual bank descriptions.

If Canada Post exempts any information, the individual refused access is provided with the precise reasons for the exemption and the applicable appeal procedures.

Records are routinely destroyed when their useful life expires; thus, access requests for older records may prove unsuccessful. Individuals are encouraged to seek informal access to their records – employees via their supervisors, and customers, contrbactors and others via the Canada Post officials with whom they have been dealing.

Requests for further information about Canada Post Corporation and its various functions may be directed to:

Corporate Privacy Coordinator
Canada Post Corporation
2701 Riverside Drive, Suite N0870
Ottawa, Ontario K1A 0B1

Telephone: 613-734-8561/734-7757
Email: suzanne.bouchard@canadapost.ca

Note that requests for access to the Office of the Ombudsman should be submitted directly to that office's privacy coordinator, at:

Privacy Coordinator
Office of the Ombudsman
855 Brookfield Road
PO Box 90026
Ottawa, Ontario K1V 1J8

Telephone: 1-800-204-4198
Internet: www.ombudsman.poste-canada-post.com

Canada Revenue Agency

Chapter 23

General Information

Background

In 1927, the Department of National Revenue Act established the Department of National Revenue by renaming the Department of Customs and Excise. The Department was responsible for assessing and collecting duty and tax, monitoring the movement of people and goods across the Canadian border, and protecting Canadian industries from foreign competition.

The same act created a second department to collect income tax, a responsibility that a commissioner from the Department of Finance had been meeting. Both departments had the same minister, but each had its own departmental organization and deputy minister.

In May 1994, Bill C-2, an act to amend the Department of National Revenue Act received Royal Assent and formed the legal basis to create a consolidated department responsible for the activities previously performed by Revenue Canada, Customs and Excise, and Revenue Canada, Taxation. A new regional structure was implemented in July 1994, combining the 23 parallel regions of Customs, Excise, and Taxation into six consolidated regions. The Headquarters organization was also consolidated into six restructured program branches and six corporate branches.

On April 29, 1999, Parliament passed the Canada Customs and Revenue Agency Act, which established the Canada Customs and Revenue Agency. The change in status from department to agency, which took place on November 1, 1999, has helped build a modern organization that is committed to leadership, innovation, and client service.

On December 12, 2003, the government announced the creation of the Canada Border Services Agency (CBSA), which is responsible for Canada's customs operations. This announcement resulted in the transfer of the former CCRA Customs Branch to the CBSA.

Two years later, on December 12, 2005, legislation came into effect to legally change our name to Canada Revenue Agency (CRA).

The Agency promotes compliance with Canada's tax legislation and regulations and plays an important role in the well-being of Canadians. The CRA is committed to working closely with stakeholders, providing excellent service to clients, and ensuring responsible enforcement of legislation.

Responsibilities

The CRA is responsible for administering tax programs, as well as delivering economic and social benefits. It also administers certain provincial and territorial tax programs. In addition, the CRA has the authorithy to enter into new partnerships with the provinces, territories, and other government bodies to administer non-harmonized taxes and other services, at their request and on a cost-recovery basis.

In meeting these responsibilities, the CRA serves hundreds of thousands of Canadians every day.

The CRA's strategic priorities are tax integrity, service to Canadians, business sustainability, and trust and integrity.

The Agency's most critical priority is, and has always been, to maintain integrity in the administration of the Canadian tax system and in the tax base. This in turn serves as a foundation for a healthy economy, a sustainable social infrastructure, and a strong democracy. Our strategy for achieving this priority is the rigorous and methodical ongoing assessment of compliance risks and the mitigation of those risks through the continued refinement of programs, in conjunction with the development of new and innovative approaches.

Compliance with tax laws typically means registering when required to do so, filing returns on time, reporting complete and accurate information, and paying amounts when due.

The Agency continually strives to deliver programs and services effectively, fairly, and at the lowest possible cost. Its goals are to provide accessible, responsive, and reliable services and clear, informative communications; to deliver fair, responsible, and effective enforcement programs in a way that directly responds to environmental changes; to minimize the administrative cost and compliance burden on taxpayers by streamlining

and simplifying legislation, programs, and operations; to apply the principles of fairness diligently and consistently in all CRA programs, to maintain public confidence and encourage voluntary compliance; to ensure that employees have the knowledge, skills, and support to work effectively in an environment that promotes and recognizes exemplary performance; and to support Agency programs and initiatives through responsive, integrated, and affordable corporate policies, systems, and processes.

CRA administers the Canada Child Tax Benefit, the Goods and Services Tax/Harmonized Sales Tax (GST/HST) credit, and many provincial and territorial benefit and credit programs. It also collects federal income tax and income tax from some provinces, GST/HST, Canada Pension Plan contributions, Employment Insurance premiums, and excise duties. In addition, it collects excise tax and, for provinces with agreements with the federal government, provincial sales tax, tobacco taxes, liquor mark-ups, and levies on non-commercial imports.

Legislation

- Air Travellers Security Charge Act Budget Implementation Act, 2000, Part IV (First Nations Sales Tax)
- Canada Pension Plan, Part 1
- Canada Customs and Revenue Agency Act
- Canada's Income Tax Convention Acts
- Charities Registration (Security Information) Act
- Children's Special Allowances Act
- Customs Act, part V.1
- Employment Insurance Act, parts IV and VII
- Excise Act
- Excise Act, 2001
- Excise Tax Act
- Federal-Provincial Fiscal Arrangements Act
- First Nations Goods and Services Tax Act
- Importation of Intoxicating Liquors Act
- Income Tax Act
- Income Tax Application Rules
- Income Tax Conventions Interpretations Act
- Petroleum and Gas Revenue Tax Act
- Tax Rebate Discounting Act

Organization

Appeals Branch

The Appeals Branch is responsible for resolving disputes between the Canada Revenue Agency (CRA) and it's clients by conducting fair and impartial administrative reviews of CRA decisions. This Branch reviews contested decisions relating to tax, GST/HST, employment insurance, and Canada Pension issues. The Appeals Branch is also responsible for promoting voluntary compliance through the co-ordination and administration of a fair dispute resolution and redress process. Since the CRA does not retain individual records related to the Income Tax and Commodity Taxes Objections and Appeals programs, request for information under those programs need to be addressed via the Program Record (Program Record Number CRA APP 090, CRA APP 310, CRA APP 131, or CRA APP 305). Assessment and Benefit Services Branch The Assessment and Benefit Services Branch is responsible for processing client returns for tax and benefit programs, and collecting taxes, levies, duties, and other amounts such as Canada Pension Plan contributions and Employment Insurance premiums. This Branch also administers specialized tax credit and benefit programs such as the Canada Child Tax Benefit, Children's Special Allowance, Goods and Services Tax Credit and other provincial/territorial benefit and credit programs.

Board of Management

The Board of Management is responsible for overseeing the organization and management of the Agency, including the development of the Corporate Business Plan and the management of policies related to resources, services, property, personnel, and contracts.

Compliance Programs Branch

The Compliance Programs Branch is responsible for the verification and enforcement activities aimed at ensuring compliance with and revenue laws. This Branch performs examinations, audits, and investigations to ensure compliance with income tax and GST laws; performs verifications and implements enforcement activities at the international level; provides information to

taxpayers to encourage compliance; and performs compliance research.

Corporate Audit and Evaluation Branch

The Corporate Audit and Evaluation Branch supports the achievement of the Agency's goals by providing the Commissioner and the Agency's senior management with independent and objective information, advice, and assurance on the adequacy of the Agency's management framework and the efficiency and effectiveness of its strategies, activities, programs, and initiatives. The work of the Branch also helps the Board of Management exercise oversight, through its Finance Committee, over the Agency's activities that fall within the Board's sphere of interest.

Corporate Strategies and Business Development Branch

The Corporate Strategies and Business Development Branch is responsible for CRA policy and intergovernmental affairs. This branch provides functional direction to the regions on federal-provincial relations, and in co-ordinating international relations. The Branch is responsible for statistics related to income tax, excise, GST/HST, incentives, benefits, trusts, pensions, etc., for data release and for socio-economic analysis, research, forecasting, and modeling.

Finance and Administration Branch

The Finance and Administration Branch is responsible for managing the CRA's financial resources and capital. This Branch also supports the delivery of the Agency's programs and services by providing functional advice and services such as sustainable development and security.

Human Resources Branch

The Human Resources Branch is responsible for supporting major change initiatives and developing and/or implementing human resources policies. This branch also provides services related to resourcing, training and learning, staff relations, labour relations, classification and organization, human resources planning, performance management, career management, dispute management, official languages, employee assistance, pay and benefits, employee recognition, and employment equity.

Information Technology Branch

Through developing and maintaining application systems for the national lines of business, the Information Technology Branch (ITB) supports the delivery of the Agency's programs and services. ITB also acquires, operates, and maintains the national technology infrastructure and network, including support for the Canada Border Services Agency (CBSA), while also monitoring and providing guidance and advice on strategic directions, trends, and Agency IT initiatives.

Legal Services

Legal Services is responsible for providing counsel that helps the CRA make legally correct decisions, and for co-ordinating the range of services that Justice Canada provides to the CRA.

Legislative Policy and Regulatory Affairs Branch

The LPRAB is accountable for interpretations, rulings, and associated administration under the Excise Act, Excise Act 2001, Excise Tax Act, Income Tax Act, Air Travellers Security Charge Act, Parts III and IV of the Employment Insurance Act, and Part I of the Canada Pension Plan. It is also responsible for the registration and monitoring of Charities and Deferred Income Plans. The Branch provides functional direction to the regions on all Excise GST/HST matters, CPP/EI, and Charities issues.

Public Affairs Branch

The Public Affairs Branch is responsible for providing effective support to the CRA by delivering quality products and services in issues management, communications, ministerial services, parliamentary affairs, access to information and privacy, and electronic print media. The Branch supports the internal and external interactions of the Agency by providing timely, high quality, and cost-effective advice, services, and products. Public Affairs is also involved in the communication of information to members of the public or the news media about CRA programs, issues, and activities.

Regional Operations

The five Assistant Commissioners from the Regional Operations are responsible for the delivery of tax services in the Atlantic, Quebec, Ontario, Prairie, and Pacific regions.

Taxpayer Services and Debt Management Branch

The Taxpayer Services and Debt Management Branch (TSDMB) is responsible for providing

services to taxpayers and benefit recipients relative to income tax, policy, and benefit law information, as well as communicating the fiscal policies established with provincial and territorial governments. The TSDMB is responsible for collecting all taxes, levies, duties, and non-tax accounts administered by the Canada Revenue Agency (CRA). The TSDMB is also responsible for promoting compliance with filing returns for all business lines, registering for the Goods and Services Tax, as well as employers' obligations to withhold, remit, and report all earnings and taxable benefits on various information slips.

Information Holdings

Program Records

Appeals Branch

CPP/EI Appeals

Description: Information on the appeals process and the provisions of the Employment Insurance Act and the Canada Pension Plan that are under the jurisdiction of the Minister of National Revenue; reference material relative to consultations with, instructions for, and assistance to the Department of Justice concerning appeals to the Minister and to the courts; judicial proceedings; analysis of court decisions; correspondence with other branches, tax services offices, Human Resources and Skills Development Canada, the Department of Justice and the Tax Court of Canada, Federal Court, or Supreme Court; reviews involving administrative and legislative positions; Department of Justice recommendations.
Topics: Research material; position papers; correspondence related to appeals; analysis of court decisions; any other documents related to this category. The file information also includes lists of workers' and payers' names, addresses, and Social Insurance Numbers, amounts of pensionable and/or insurable earnings and hours, documents, working papers, decisions, and rationale.
Access: Files are created, controlled, and maintained alphabetically and/or numerically. (Records in this program contain information relating to Personal Information Bank CRA PPU 130 Appeals Regarding the Canada Pension Plan and the Employment Insurance Act.)
Program Record Number: CRA APP 315

Commodity Taxes Appeals

Description: Information on the appeals process; reference material relative to consultations with, instructions for, and assistance to the Department of Justice concerning appeals to the courts; judicial proceedings; analysis of court decisions; correspondence with other branches; reviews involving administrative and legislative positions; Fairness Package requests; Department of Justice recommendations. Appeal cases relate to taxes, including GST/HST, FST, and excise taxes, excise duties and the Air Travellers Security Charge.
Topics: Research material; position papers; correspondence related to an appeal; analysis of court decisions; and any other documents related to this category.
Access: Filed by case name, subject and appeal number.
Program Record Number: CRA APP 090

Commodity Taxes Objections

Description: Information on the objection process; objections to assessments, reassessments, and determinations; the analysis of facts and reasons as well as their ramifications; supporting evidence and rationales for decisions; legislative interpretations and applications; consultations with other branches; referrals and inquiries from field offices. The programs covered include GST/HST, FST, and excise taxes, excise duties, and the Air Travellers Security Charge.
Topics: Notices of Objection, Notices of Assessment, Notices of Reassessment, and Notices of Determination with related documentation; referrals; position papers; decisions and rationale.
Access: Filed by program, case name, and subject.
Program Record Number: CRA APP 131

Income Tax Appeals

Description: Information on the appeals process; reference material relative to consultations with, instructions for, and assistance to the Department of Justice concerning appeals to the courts; judicial proceedings; analysis of court decisions; correspondence with other branches; reviews involving administrative and legislative positions; Fairness Package requests; Minister's mail; Department of Justice recommendations.
Topics: Research material; position papers; correspondence related to appeals; analysis of court decisions; and any other documents related to this category.

Access: Files are created, controlled, and maintained alphabetically and/or numerically.
Program Record Number: CRA APP 310

Income Tax Objections
Description: Information on the objection process; objections to assessments, reassessments, and determinations; the analysis of facts and reasons as well as their ramifications; supporting evidence and rationale for decisions; legislative interpretations and applications; consultations with other branches; referrals and inquiries from field offices.
Topics: Notices of Assessment, Notices of Reassessment, Notices of Determination and Notices of Objection with related documentation; working papers; referrals; position papers; decisions and rationale.
Access: Files are created, controlled, and maintained alphabetically and/or numerically.
Program Record Number: CRA APP 305

Programs Management and Analysis
Description: Provision of management and administrative internal services; Office of the Service Redress, information on objectives and goals; access to information and privacy requests; balanced scorecards; annual report; Appeals Advisory Committee; Minister's mail; business plans; the Appellant Mediation Project; Client Survey; Appeals Human Resources Strategy; Appeals Case Management System (GLOBUS) and its implementation; mandate of the Appeals Branch; development of service standards; project initiatives; work plans; workload and resource projections and allocations; training programs and information sessions; program performance evaluations; quality assurance; monitoring; Risk Management Framework; computerized information and reporting systems; statistics concerning personnel, workload, intake, case inventories, and production.
Topics: Mandates; correspondence; plans; newsletter; guidelines; agency communications; projects; training and seminars; authority delegations; resource budgets; forms and letters; evaluations; surveys; quantitative and qualitative analysis and any other applicable reports; maintenance of supplier and operational files; and provision of informatic services by offering informatics support to users while planning and purchasing to meet current and future informatics needs.
Program Record Number: CRA APP 325

Assessment and Benefit Services Branch

Audit (Regional)
Description: Information on the audit of tax filers' books and records, compiling audit reports, implementing Agency operating procedures and policies, and providing audit information in response to tax filers' requests and needs.
Topics: Assessments and determinations; purchases; goods jobbed; goods manufactured; sales and marketing practices; audit reports; third-party demands; general correspondence.
Access: Cases filed by licensee and/or refund applicant's name.
Program Record Number: CRA ABB 125

Benefit Programs – Canada Child Tax Benefit (CCTB) and other provincial, territorial and federal programs and supplements
Description: Information on policies, procedures, budgets, work programs, communications activities, and statistics related to the development, implementation, and operation of the CCTB program, and other provincial and territorial programs and supplements: Alberta Family Employment Tax Credit (AFETC); Alberta Energy Tax Refund (AETR); British Columbia Family Bonus (BCFB) and British Columbia Earned Income Benefit (BCEIB); British Columbia Energy Rebate (BCER); New Brunswick Child Tax Benefit (NBCTB); including the New Brunswick Working Income Supplement (NBWIS); Newfoundland and Labrador Child Benefit (NLCB), including the Mother Baby Nutrition Supplement (MBNS); Nova Scotia Child Benefit (NSCB); Nova Scotia Taxpayers' Refund (NSTR); Northwest Territories Child Benefit (NWTCB), including the Territorial Workers' Supplement (TWS); Nunavut Child Benefit (NUCB), including the Territorial Workers' Supplement (TWS); Ontario Taxpayers' Dividend (OTD); Saskatchewan Child Benefit (SCB); Yukon Child Benefit (YCB); National Child Benefit Supplement (NCBS); and Children's Disability Benefit Supplement (CDB).
Topics: Policy and program implementation; forms; budgets and training material development; systems requirements; statistics on intake and production; communication activities; and correspondence with tax services offices, tax centres, and individual tax filers on a variety of operational and procedural matters.
Program Record Number: CRA ABB 780

Benefit Programs – Children's Special Allowances (CSA) Program
Description: Information on policies, procedures, budgets, work programs, communications activities, and statistics related to the development, implementation, and operation of this program.
Topics: Policy and programs implementation; forms; budgets and training material development; systems requirements; statistics on intake and production; communication activities; and correspondence with tax services offices, tax centres, and individual tax filers on a variety of operational and procedural matters.
Program Record Number: CRA ABB 760

Benefit Programs – Data Support Programs
Description: Information on policies, procedures, budgets, work programs, communications activities, and statistics related to the development, implementation, and operation of the various data support programs that involve the transfer of data from the CRA to other federal departments and provincial governments to allow them to determine eligibility and entitlement to the social programs they administer. These data support programs include: Ontario Child Care Supplement for Working Families (OCCWF), Quebec Family Allowances, Newfoundland and Labrador Home Heating Fuel Rebate (NLHHFR), Employment Insurance Family Supplement (EIFS), Guaranteed Income Supplement (GIS), Old Age Security (OAS), Elections Canada (formerly the Federal Register of Electors), and the Defaulter Tracing System (formerly the Child Support Reform).
Topics: Policy and program implementation; forms; budgets and training material development; systems requirements; statistics on intake and production; communication activities; and correspondence with tax services offices, tax centres, and individual tax filers on a variety of operational and procedural matters.
Program Record Number: CRA ABB 335

Benefit Programs – Data Marts
Description: There are five data marts that represent the principle business lines administered by Benefits Programs. The data marts contain information on individuals that is obtained from the Agency data warehouse.
Topics: The purpose of these data marts is to enable: improved targeting of compliance resources; faster turnaround time for reports and ad-hoc queries; customized statistical output and tables; better ability to model impact of program changes; improved trend and profile analysis; and availability of accurate and comprehensive statistical data to help the federal, provincial and territorial governments to monitor outcomes and improve strategies in relation to their social benefit programs. Any data provided to external clients is strictly of a statistical nature (e.g. number of clients in a particular income range in receipt of a provincial child benefit) and does not include personal information.
Program Record Number: CRA ABB 355

Benefit Programs – Disability Tax Credit (DTC) Program
Description: Information on policies, procedures, budgets, work programs, communications activities, and statistics related to the development, implementation, and operation of this program.
Topics: Policy and programs implementation; forms; budgets and training material development; systems requirements; statistics on intake and production; communication activities, and correspondence with tax services offices, tax centres, and individual tax filers on a variety of operational and procedural matters.
Program Record Number: CRA ABB 790

Benefits Programs – Goods and Services Tax/Harmonized Sales Tax (GST/HST) Credit and other related provincial and territorial credit programs
Description: Information on policies, procedures, budgets, work programs, communications activities, and statistics related to the development, implementation and operation of this GST/HST credit program and other provincial and territorial programs: Newfoundland Harmonized Sales Tax Credit (NHSTC), including the Newfoundland and Labrador Seniors Benefit (NLSB), and the Saskatchewan Sales Tax Credit (SSTC).
Topics: Policy and program implementation; forms; budgets and training material development; systems requirements; statistics on intake and production; communication activities; and correspondence with tax services offices, tax centres, and individual tax filers on a variety of operational and procedural matters.
Program Record Number: CRA ABB 222

Benefit Programs – Identification Support Programs
Description: Information on policies; procedures; budgets; work programs; communications activities; and statistics related to the development, implementation, and operation of the various identification support programs that ensure the integrity of identification information on individual clients. These programs include:

Client Identification (IDENT), Letter Forwarding, and Tax filer Representative Identification System (TRIS).
Topics: Policy and program implementation; forms; budgets and training material development; systems requirements; statistics on intake and production; communication activities; and correspondence with tax services offices, tax centres, and individual tax filers on a variety of operational and procedural matters.
Program Record Number: CRA ABB 345

Excise Commercial System (ECS)
Description: Information on assessing and accounting for Excise and other levy filers/ remitters, ECS has been replaced by the Standardized Accounting (SA) System and the other levies system, but remains accessible in view mode for historic research.
Topics: Tax remittances from Excise and other levies taxpayer/filers; assessment and reassessment and accounting data for specific tax years; statistical information.
Program Record Number: CRA ABB 360

Fair Price and Values Surveys
Description: Information on investigations of individual companies for tax values for fair price purposes, and survey reports on marketing or pricing of various industries.
Topics: Values for tax; computation of tax; specific company files; specific commodities such as lumber, truck bodies, wines; and background information on fair prices.
Access: Filed by subject number and company name.
Program Record Number: CRA ABB 015

GST – Rulings
Description: There are two types of GST rulings; GST application rulings and advance GST rulings.
Topics: A GST application ruling is a written statement by the Agency stating how it is interpreting specific provisions of Part IX of the Excise Tax Act in specific existing circumstances where that Act might apply. Generally, GST application rulings will involve application of the GST to certain supplies of goods and services, the status of persons as registrants, and the determination of commercial activities, and they will relate to an identified person and a specific factual situation. An advance GST ruling is a written statement by the Agency to a registrant or other person stating how it will interpret specific provisions of the Excise Tax Act in its application to a supply, action(s), transaction or series of transactions or any combination thereof (hereinafter referred to as activities) that the person is contemplating. Such proposed activities could concern, for example, a change in the structure of an entity or other activities of a tax-planning nature.
Program Record Number: CRA ABB 140

Individual Returns and Payments Processing – Accounting
Description: Information on the development and implementation of individual and trust accounting and notice production for both resident and non resident corporate, individual and trust accounts; information contained in the subsidiary ledgers; systems and procedures for calculating and reporting penalties and interest; refunds and assessments; instalment payments; and evaluation of programs and monitoring of operational units.
Topics: The Income Tax Act pertaining to refunds; interest and monitoring visit reports; computer operations; general, reports; and matters pertaining to various aspects of operations.
Program Record Number: CRA ABB 192

Individual Returns and Payments Processing – Budget Coordination
Description: Information on program forecasts and budgets for assessing and accounting operations in tax services offices and tax centres; and development and implementation of work and quality standards and production and resource-utilization systems.
Topics: Liaison with other departments and headquarters divisions; manpower resource allocation and utilization directives to field offices; budgets and programs – forecasts, allocations, results, evaluation, and systems.
Program Record Number: CRA ABB 121

Licensing
Description: Information on filers under the Air Travellers Security Charge Act, Excise Tax Act, Excise Act, 2001 and Excise Act from data received from the Canada Revenue Agency.
Topics: Endorsee accounts from the tax services offices: new accounts, changes, transfers, cancellations, and reversals.
Access: Recoverable directly from the online online system.
Program Record Number: CRA ABB 025

Licensing (Regional)
Description: Information on the endorsing of filers under the Air Travellers Security Charge Act, Excise Tax Act, Excise Act, 2001 and Excice Act.
Topics: Tombstone data; endorsement application

forms; credits owing; arrears; cancelled accounts; transfers; reversals; uncollectibles; account numbers assigned; and information about endorsee operations.
Access: Filed by company on computer tape.
Program Record Number: CRA ABB 130

National Uniformity
Description: Information on the monitoring and quality control of tax interpretation rulings, import entries, and other tax information issued in the field.
Topics: Ruling Card Index – developed from worksheets and diskette copies of rulings from field offices. Rulings issued from field offices and monitored by the quality assurance program.
Access: Cards and copies of rulings filed by commodity code.
Program Record Number: CRA ABB 010

Payment Processing
Description: Information on payment processing programs; monitoring procedures and techniques; review of Agency remittance voucher forms; and information on cash security.
Topics: Processing of payments and remittance vouchers; maintenance of post-dated cheques; POF program (payments on filing), liaison with EFILE program (electronic filing); updating the information systems (FIP system financial information processing), PDC system (post-dated cheques),) cashiering functions; monitoring of cashiering activities; and statistics regarding the processing of payments.
Program Record Number: CRA ABB 280

Rebate Claims – Goods and Services Tax (Excluding Visitor Rebates)
Description: Information on processing and tracing applications and cheques for rebate of the Goods and Services Tax as well as data and statistical collection.
Topics: Reviews of rebate applications; automated data on claimant history; and status of claims and cheque issuance.
Access: Original documents retained – filed in central location – retrieved by locator number.
Program Record Number: CRA ABB 133

Regulations and Remissions
Description: Information on the development and amendment of regulations under the Air Travelers Security Charge Act, Excise Tax Act, Excise Act, 2001 and Excise Act, and recommendations on requests for remission of excise taxes and excise duty.
Topics: Research, correspondence, and recommendations on such regulations and remissions as the Air Transportation Tax Regulations, Farmers' Gasoline and Diesel Fuel Remission Order, Spirit Destruction Remission Order, etc.
Access: Filed by subject.
Program Record Number: CRA ABB 085

Returns and Payments of GST/HST
Description: Information on the development and implementation of accounting, revenue control, and capture systems related to the Goods and Services Tax/Harmonized Sales Tax.
Topics: Information contained in the general ledger and suspense accounts; information on the processing of GST/HST returns and payments; systems and procedures for capturing GST/HST returns and payments; systems and procedures for calculating and reporting interest; accounts receivable, including payments of tax, penalties, interest, and refunds; installment payments; related computer and manual operations; reports pertaining to processing financial transactions; monitoring reports; matters pertaining to various aspects of operations; and general computer operations.
Access: Records are filed by subject matter.
Program Record Number: CRA ABB 134

Source Deductions
Description: Information on the planning and development of federal and provincial income tax, Canada Pension Plan and Employment Insurance payroll deduction tables, research on federal and provincial income tax, Canada Pension Plan and Employment Insurance legislation, provisions of the Income Tax Act concerning payroll deductions on federal and provincial income tax, Canada Pension Plan and Employment Insurance rates and related Regulations; trust examination policy and procedures; operational and administrative guidance to field offices; development of internal and public forms and transcripts; monitoring procedures, techniques and statistical data; review of computer-based operational processing systems including INFODEC (Information Declaration Enquiry System); and development of administrative and enforcement policy and procedures for all deductions at source (manual or computerized).
Topics: Federal and provincial income tax, Canada Pension Plan and Employment Insurance tables, data relating to prosecutions (failure to remit deductions at source); processing and verification of information returns; source

deduction programs; payroll audits; employer compliance audits; withholding, remitting and reporting; monitoring of source deduction activities; operational and administrative communications to field operations.
Program Record Number: CRA ABB 188

Standardized Accounting (SA), Corporation Tax (CORTAX), Other Levies (OL) Database
Description: Information on assessing and accounting for corporations and Other Levies tax filers/remitters such as Workers' Compensation and Industry Canada payments. The ongoing database is updated continuously. The database record is maintained for historical purposes.
Topics: Computerized tax remittances from corporations; assessment, reassessment, and accounting data for specific tax years; and statistical information.
Program Record Number: CRA ABB 295

T1 Individual Income Tax Returns – Initial Assessment Program
Description: Information on the planning, control, and monitoring of the T1 initial assessment programs; systems, procedures, and policies designed to verify the accuracy of individual returns and to issue notices of assessment.
Topics: Estimates and budgets; evaluation reports; person-year utilization; functional audits; operational and administrative communications to and from field operations, headquarters divisions, and other departments; and consultations, negotiations, and proposals on provincial taxes, rebates, royalties, and credits; Confidence Validity Program; T1 initial assessment – computerized and manual; job descriptions; organizational structures.
Program Record Number: CRA ABB 126

T1 Individual Income Tax Returns – Reassessment Program
Description: Information on the planning, control, and monitoring of T1 individual income tax returns reassessment programs; systems, procedures, and policies established for determining necessary adjustments to previously assessed individual tax returns and for issuing notices of reassessment. Adjustment may result from additional information submitted by tax filers or from further verification of returns initiated by the Agency.
Topics: Estimates and budgets; evaluation reports, person-year utilization; functional audits; operational and administrative communications to and from field operations, headquarters divisions, and other departments; T1 compliance verification systems – computerized and manual; consultations and negotiations with provinces on the verification of provincial taxes assessed, rebates, royalties, and credits for individuals; job descriptions; and organizational structures.
Program Record Number: CRA ABB 765

T1 Records Programs and Procedures
Description: Information on the planning, control, and monitoring of programs related to the storage and retrieval of returns through the online computerized charge-out system; the internal file service to tax services offices and tax centres; and the security of returns and online data.
Topics: T1 Records plans and programs; refund inquiries and tracing; internal forms review; security; confidentiality of income tax returns.
Program Record Number: CRA ABB 171

T2 (Corporate) Initial Assessment Program, T2 (Corporate) Reassessment Program, T2 Registry Program and Special Elections and Returns (SER Program)
Description: Information on the planning, control, and monitoring of T2 (corporate tax returns) and Special Elections and Returns (SER), and on assessment and reassessment programs; systems, procedures, T2 Registry Program and procedures and related policies designed to check the accuracy of T2 returns and SERs to determine adjustments required and to issue notices of assessment or reassessment; information on the planning, control, and monitoring of programs related to the storage and retrieval of T2 returns through the online charge-out system.
Topics: T2 assessment and reassessment, SER processing – computerized and manual; T2 and SER compliance – verification system – computerized and manual; directives to field offices on the interpretation of policies and procedures; operational and administrative communications with field offices, headquarters divisions, and other government departments; reports evaluating field offices; assessment and reassessment of T2 returns and SERs; consultations and negotiations with provinces on the administration of proposed legislation and on the assessment and post-assessment verification of provincial taxes, rebates, royalties, and credits for corporations; tax roll plans and programs and the T2 retention policy.
Program Record Number: CRA ABB 136

T3 Initial Assessment and Reassessment Program – T3 Trust Income Tax Returns
Description: Information on the planning and implementation of national mandatory programs involving the examination, assessment, reassessment, and processing of T3 Returns (T3s); development of computerized and manual systems or procedures, policies, instructions and internal or tax filer contact forms for processing these returns, and reports on their progress and results.
Topics: T3 assessment and reassessment, manual verification, and processing systems; directives to field offices on policies and procedures; operational and administrative communications with field offices, other headquarters divisions, and other government departments.
Program Record Number: CRA ABB 139

Tax Interpretations (Regional)
Description: Statistical and general information on tax rulings issued in response to licensee requests.
Topics: Taxable status of commodities; tax rulings letters; general correspondence.
Access: Filed by licensee company name.
Program Record Number: CRA ABB 120

Taxation Corporation Assessing, Accounting and Collections Master File (CORPAC)
Description: Information on assessing and accounting for corporate tax filers. CORPAC has been replaced by the Standardized Accounting System (SA) and the CORTAX System, but remains accessible in view mode for historic research.
Topics: Computerized tax remittances from corporations; assessment and reassessment and accounting data for specific tax years; statistical information.
Program Record Number: CRA ABB 191

Visitors Rebate Claims – Goods and Services Tax/Harmonized Sales Tax
Description: Information on the processing and tracing of applications and cheques for rebate of the Goods and Services Tax/Harmonized Sales Tax to non-resident individuals visiting Canada, businesses, foreign and/or domestic tour operators, and/or convention organizers or travel agents exhibitors on certain goods purchased and exported (within 60 days) and on short-term accommodation (less than one month); information on granted cash rebates (up to $500), through participating Duty Free Shops to non-resident individuals; and data and statistical collection.
Topics: Review of rebate applications, automated data on claimant histories, status of claims and cheque issuance. Information on Duty Free Shops participating in the program, including their training and monitoring.
Access: Applications are filed by batch document locator number (DLN) at the Processing Centre and by refund date at participating Duty Free Shops.
Program Record Number: CRA ABB 129

Board of Management

Agency Committees
Description: This program record contains information on the Agency Management Committee Functional Planning Committee and the Internal Audit and Program Evaluation Committee.
Topics: Agendas, minutes, and documents relevant to topics discussed therein. Subject matter pertains to Agency operations and policy, procedural, or administrative matters.
Program Record Number: CRA BOM 001

Board of Management
Description: Records of the Board of Management and its committees: the Governance Committee; the Human Resources Committee; the Audit Committee and the Reources Committee as well as the Secretariat of the Board of Management of the Canada Revenue Agency.
Topics: Agenda, minutes, and documents relevant to topics discussed therein. Subject matter pertains to the oversight of the organization and administration of the Agency and the management of its resources, services, property, personnel and contracts.
Program Record Number: CRA BOM 020

Compliance Programs Branch

Anti-Evasion
Description: Information on anti-evasion, smuggling; and fraud initiatives; on liaison with other organizations involved in anti-evasion, smuggling, and fraud initiatives; on co-ordinated law enforcement activities; on serious financial crime; on the operation of the Assistant Commissioner Steering Committee on Anti-Evasion, and the Director General Working Group on Anti-Evasion.
Topics: Research and analysis including data matching and assessment of tax evasion, smuggling, and fraud; co-ordination of the CRA activities on anti-evasion, smuggling, and fraud; money laundering; organized crime; serious

financial crime.
Program Record Number: CRA CPB 660

Audit File Selection and Computer Application
Description: Information on the planning and control of national audit file selection programs; computer-based audit selection systems (BFICS); computer assisted audit selection systems (CAAS); audit report generator on-line system (ARGO); compliance measurement profiling and assessment system (COMPASS); Contract Payment Reporting Initiative (CPRI) database for payments made to contractors by the government (departments, agencies, crown corporations) or payments to sub-contractors in the construction industry; computerized audit reporting systems; program tests in tax services offices and assistance provided to audit on computer applications; computer-assisted audit programs.
Topics: Selection of files for audit by manual screening; selection of files for audit by computer screening; development of computerized file selection methods; comparative analyses of computer and non-computer selection processes; planning development and control of computer systems for conducting audits (WIN/ALS) and recording audit results (AIMS); statistical sampling techniques for use on tax audits; computer-assisted audit techniques.
Program Record Number: CRA CPB 196

Audit Operations Evaluation
Description: Information on audit production reports; analysis of audit results; and evaluation of tax services office audit operations. Research analysis of audit program results in order to detect and understand compliance trends, problems and opportunities, by group and industry sector of taxpayers/registrants.
Topics: Evaluation criteria; statistical analyses of audit production reports; follow-up of management audit reports relating to audit operations; balanced scorecard and monitoring reports.
Program Record Number: CRA CPB 211

Audit Programs – Planning, Development and Control of Programs; Resource Allocation
Description: Information on audit organization, objectives, coverage, work programs, allocation of resources and budget preparation, as well as administrative policy.
Topics: Planning and development of national audit programs; allocation of resources and budget preparation; instructions for processing completed audits and recording results; tax services office organization for audit positions; liaison with other headquarters directorate and divisions and tax services offices; tax statistics and corporate histories of public corporations; audit statistics of large corporations. Auditor-General's Reports and Observations (HAM 2849); Training and Development (HAM 3850); Tax Avoidance Orientation Course; Management Information Agreements (MIAs) and Performance Reporting; Accountability Framework – Tax Avoidance Program; syllabus documents; Program Assessment Review and Evaluations, communiqués, policy memorandums; Electronic Commerce Advisory Committee.
Program Record Number: CRA CPB 193

Audit Projects Development and Coordination
Description: Information on the reporting and co-ordination of audit projects on a national scale; research and identification of areas suitable for project activity; development of sources of information; collection, analysis, evaluation, and dissemination of economic data on specific groups or classes of taxpayers; and authorized exchanges of information. Research of audit program results in order to detect and understand compliance trends, problems, and opportunities, by group and industry sector of taxpayers/registrants.
Topics: Audit techniques on specific projects; information on the results of each project on a national, regional, and tax services office basis; sources and types of information; exchanges of information with other government institutions.
Program Record Number: CRA CPB 201

Audit Publications
Description: Information on the preparation, co-ordination, publication, and maintenance of manuals, handbooks, guidelines, and other directives for the Audit Directorate as well as other Directorates; planning, development, and presentation of technical training courses and seminars.
Topics: Specific research files on each Audit Operational Manual, handbooks, information circulars, branch letters, communiqués, and public and internal forms relating to audit; specific files on training courses and seminars; indexed reference manuals, handbooks, and publications to sections of the Income Tax Act and Regulations; the Excise Tax Act and Regulations; Agency policy.
Program Record Number: CRA CPB 226

Audit Research
Description: Information on the development of guidelines and techniques used to audit individuals, trusts, plans, business operations,

and specialized industries.
Topics: Audit techniques for small, medium, and large businesses; studies of specific industries and industry-wide tax audits; inter-company pricing referrals; industry specialist program.
Program Record Number: CRA CPB 216

Business Equity Valuations and Real Estate Appraisals
Description: Information on valuation and appraisal policy, procedures, budgets, work programs, technical, operational, and administrative guidance to field offices.
Topics: Administrative and operational practices pertaining to file selections, reviews and appeals, operational and financial data with certain applications including databanks of sales; individual business equity and real estate appraisal cases relating to the technical application and interpretations of valuations principles and procedures or valuation/appraisal issues and provincial assessment information.
Program Record Number: CRA CPB 231

Competent Authority Program Administration
Description: General information relating to the administration of competent authority programs as well as various issues and considerations in accordance with the terms of a treaty or convention between Canada and a foreign country.
Topics: Advanced Pricing Arrangements Program; Mutual Agreement Procedure Program; Exchange of Information Program.
Program Record Number: CRA CPB 261

Compliance Research
Description: Information on policy and objectives for a research program on compliance with the requirements of the Excise Tax Act, the Excise Act, and the Income Tax Act.
Topics: Compliance research and analysis, specialized studies, statistical analysis and evaluations of special initiatives, such as High Risk Analysis Teams (HRAT) and GST/HST Enhanced Registration Review (GERR) and program strategies. Liaison with other departments and organizations, public and private.
Program Record Number: CRA CPB 268

Detection and Investigations
Description: Information specific to non-compliance, avoidance, evasion with respect to the Excise Tax Act, the Excise Act, the Income Tax Act and other related laws. The information relates to the detection, identification and investigation of potential, alleged, and actual violations with respect to the provisions of the Acts mentioned above and can potentially be used for data matching.
Topics: Information pertaining to registrants, non-registrants, non-filers, taxpayers, and other persons specific to non-compliance, evasion, and fraud.
Access: Cases are filed alphabetically by vendor's name and case file, and numerically by enforcement file.
Program Record Number: CRA CPB 820

Exchange of Information under Tax Treaties
Description: Information relating to the exchange of information between Canada Revenue Agency and foreign taxation authorities for carrying out the provisions of bilateral tax conventions or the domestic laws of the contracting states concerning taxes covered by the convention.
Topics: General information and correspondence on the exchange of information procedure; records relating to working arrangements, and exchanges of information between foreign governments and Canada concerning the simultaneous examination and audit of taxpayers carrying out activities in more than one country.
Program Record Number: CRA CPB 285

Excise Audit
Description: Information on auditing taxpayers' records, including audit reports, audit statistics, audit EDP programs, practices and methods, taxpayer inquiries, and Agency operating procedures and policies.
Topics: Policy directives to the regions; commodity coding; refunds; investigations; audit reports; licensee accounts and disputed assessments; duty audit programs on distilleries, breweries, wineries, and bonded warehouses.
Access: Filed by subject number.
Program Record Number: CRA CPB 045

Film Tax Credit Programs
Description: Information on federal film tax credit programs including entitlements, objectives, plans, budgets, resource allocations, and development of guides, forms; and training and presentation materials.
Topics: Processing claims for federal film tax credits including policy and procedures for conducting audits and reviews, recording results and performing statistical analysis; planning and development for the administration of the programs; and specific files on guides, forms, and training and presentation materials.
Program Record Number: CRA CPB 150

Flow Through Shares (FTS)
Description: This is an incentive program for the oil and gas, mining, and renewable energy industries so exploration corporations can issue FTS to investors and renounce certain exploration or development expenses to them. Investors can then deduct these amounts from their income.
Topics: corporations issuing FTS, investors acquiring FTS, exploration and development expenditures.
Program Record Number: CRA CPB 770

Foreign Reporting Requirements Management System
Description: Documentation in the form of database models and descriptions applicable to database for the Foreign Reporting Requirements Management System with application code business process documentation.
Topics: Electronic repository for all data captured from the T106 Information Return of Non-Arm's Length Transactions with Non-Residents, T1134A Information Return Relating to Foreign Affiliates that are not Controlled Foreign Affiliates, T1134B Information Return Relating to Controlled Foreign Affiliates, T1135 Foreign Income Verification Statement, T1141 Information Return in Respect of Transfers or Loans to a Non-Resident Trust, T1142 Information Return in Respect of Distributions from and Indebtedness to a Non-Resident Trust.
Program Record Number: CRA CPB 380

International Representation
Description: Information on Agency activities with various international organizations.
Topics: International Tax Dialogue (ITD) (see Web site); Inter American Centre of Tax Administrators (CIAT); European Community (EC); Organization of American States (OAS); General Agreement on Tariffs and Trade (GATT); United Nations Conference on Trade and Development (UNCTAD); and others.
Access: Filed by subject; organizations, by name; and trade negotiations, by country.
Program Record Number: CRA CPB 445

Investigation Policy Formulation and Staff Development
Description: Information on Investigations Directorate's policies, objectives, and technical training for criminal investigations.
Topics: Liaison with other departments, Headquarters directorates and divisions, tax services, and regional offices; policy formulation and revision; technical training in criminal investigations. (Personal Information Bank CRA PPU 030 Tax Evasion Cases, is applicable to the subject of technical training only).
Program Record Number: CRA CPB 262

Investigation Programs Operations
Description: Information on technical assistance to tax services offices on investigations, case development and file review; search warrant requests; compliance projects; organized crime operations and publicity; legal requirements of unnamed taxpayers.
Topics: Liaison with provincial and foreign governments, federal departments and government agencies, Headquarters directorates and divisions, regional and tax services offices; case files and reports; co-ordination of investigations projects; search authorities and retention orders; leads from informants; financial information (in tax services offices) relating to criminal illegal activities; publicity on completed investigations and possible data marching.
Program Record Number: CRA CPB 264

Judicial Processes
Description: Information on legal guidance related to the preparation of cases for court; case library, and jurisprudence arising from trials.
Topics: Liaison with regional and tax services offices and Department of Justice; court rulings and judgments; review of cases; court hearings; commissions. (Portions of this program record pertain to Personal Information Bank CRA PPU 030 Tax Evasion Cases). When accessing information in this program record, please quote the "case name".
Program Record Number: CRA CPB 263

Management Services
Description: Information on Investigations Directorate organization and work plans; allocation of resources and budget preparation; production reports; statistical analysis of the investigation activities and evaluation of tax services office operations.
Topics: Planning and development of national Investigations programs; allocation of resources and budget preparation; instructions for processing completed investigations and recording results; laison with other Headquarters directorates and divisions as well as regional and tax services offices; information and measurement systems; investigation evaluation, results and statistics; production control.
Program Record Number: CRA CPB 265

Non-Resident Operations
Description: Information on technical assistance to Tax Services Offices and the International Tax Services Offices (ITSO) on non-resident audit tax cases; disposition of taxable Canadian property by non-residents; case development and file review; compliance projects; development of information circulars; planning, development, and presentations of technical training courses, seminars, and conferences; the technical application of the Income Tax Act (the Act) as it pertains to non-residents and factual or deemed residents of Canada who earn income from abroad; recommendations for legislative changes; technical, administrative, and systems related guidance to field offices; development of CRA, internal, and public forms; and internal communiqués.
Topics: Liaison with Regional and Tax Services Offices, ITSO, Tax Centres, Headquarters directorates and divisions. Taxability of income benefits and allowances; projects and enquiries (internal and public); technical application of the Act as it pertains to non-residents earning investment or other passive types of income from Canadian sources pursuant to Part XIII of the Act, Income Tax Regulations 105 and 102 as they apply to non-residents rendering services in Canada pursuant to Part I of the Act; (includes non-resident audit, waiver information, and summary of remuneration paid (T4 and T4A-NR return); or amounts paid or credited to non-residents of Canada (NR return) and dispositions taxable Canadian property, resource property, or life insurance policies under Section 116 of the Income Tax Act.
Program Record Number: CRA CPB 640

Other International Matters
Description: Information on relations with the Department of Foreign Affairs, other governments, taxpayers (both domestic and foreign), international organizations, and on matters not covered under other program records.
Topics: Sovereign immunity and non-resident problems; international joint programs; Commonwealth Association of Tax Administrators (CATA); Organization for Economic Cooperation and Development (OECD); Roundtable Meeting, International Microsimulation Conference, Centro Interamericano de Administradores Tributarios (CIAT); Centre de rencontre et d'études des dirigeants des administrations fiscales (CRÉDAF).
Program Record Number: CRA CPB 076

Scientific Research & Experimental Development (SR & ED)
Description: Information on screening and file selection process; analysis of SR&ED review results, internal review, quality assurance, program monitoring, evaluation of the performance of SR&ED incentives and their administration; organization, objectives work plans, allocation of resources and budget preparation; development of information circulars, application policy, directives, interim instructional sheets, quality assurance, guidelines, guides, sector papers, brochures, and forms for the SR&ED program; planning, development, and presentation of technical training courses, seminars, and conferences; studies and statistics and SR&ED Partnership Committee.
Topics: Complete and incomplete claims; review process; risk assessment and management; quarterly and annual national statistical analyses of SR&ED review reports; internal review report and management's action plan; quality assurance reports; program monitoring reports; Department of Finance and the Canada Revenue Agency (CRA) joint evaluation of the performance of SR&ED incentives and their administration – 1995/96; organization; planning and development of national program; allocation of resources and budget preparation; instructions for processing completed reviews and recording results; tax statistics; specific files, including workshop materials where applicable, on information circulars, application policy, directives, interim instructional sheets, quality assurance policy, guidelines, guides, brochures, and forms relating to SR&ED review; specific files on training courses, seminars, and conferences, sector studies and statistics, and SR&ED Partnership Committee.
Program Record Number: CRA CPB 155

Tax Avoidance
Description: Information on the objectives, duties and responsibilities of the tax avoidance section; on tax avoidance arrangements; on the referral, selection, examination and appeal of cases; on case material; and on jurisprudence arising from case trials. Information on the development of guidelines and techniques used to conduct audits relating to the audit research conducted for the program.
Topics: Some of the tax avoidance topics covered under this bank include: Aggressive Tax Planning, Artificial Reduction of Capital Gains, Associated Corporations [Section 247(2) Cases], Commodity Futures-Straddles, Developer/Agency, Dividend Stripping, Foreign Affiliates and FAPI, General

Income Splitting, Gifting Arrangements, Interest and Dividend Income, Intervivos Trusts, Investment Tax Credit, Loss Companies, Management and Personal Service Corporations, Motion Picture Films and Video Tapes-General, Multiple Residential Buildings, Offshore Companies, Program management and Operations, RRSPs, Rejected Referrals, Resource Industries Financing, Selective Dividends on Special Shares and Tax Shelters.
Program Record Number: CRA CPB 256

Technical Applications, Reassessing Policies and Procedures
Description: Information on audit policy and procedures; the technical application of interpretations of the Income Tax Act, the Excise Tax Act, and Regulations made under these Acts and bilateral income tax treaties in effect and Agency policy affecting the audit of income tax returns of corporations, trusts, and self-employed individuals; cross-border related party transactions and tax-haven related activities; technical enquiries received from tax services offices and taxpayers.
Topics: Information on specific applications governing the reporting of revenue, costs, expenses, and allowances by corporate and unincorporated businesses; operational and administrative communications to field operations; analysis of enquiries on the application of legislation.
Program Record Number: CRA CPB 221

Technical Research and Non-Resident Tax
Description: Information on the technical application of the Income Tax Act (the Act) and bilateral income tax treaties as it pertains to non-residents; recommendations for legislative changes; technical, administrative, and systems related guidance to field offices; development of CRA, internal, and public forms, internal communiqués.
Topics: Taxability of income benefits and allowances; projects and enquiries (internal and public); technical application of the Act as it pertains to non-residents earning investment and other passive income from Canadian sources pursuant to Part XIII of the Act and of Section 105 or 102 of the Income Tax Regulations as it applies to non-residents rendering services in Canada pursuant to Part I of the Act; (includes nonresident audit, waiver information, and summary of remuneration paid (T4 or T4A-NR return); amounts paid or credited to non-residents of Canada (NR4 return), Old Age Security Return of Income (Part 1.2 return) and dispositions of taxable Canadian property, resource property, or life insurance policies under Section 116 of the Income Tax Act.
Program Record Number: CRA CPB 189

Corporate Audit and Evaluation Branch

Internal Audit and Program Evaluation
Description: Information on internal audits and program evaluations conducted on Agency programs and activities by the Internal Audit and Program Evaluation divisions.
Topics: Agency documents pertaining to reviews conducted by Internal Audit and Program Evaluation including the Internal Audit and Program Evaluation Policy, Corporate Audit and Evaluation Annual Plan and Report, Internal Audit Policies, Procedures and Standards Manual, and individual review reports.
Program Record Number: CRA CAEB 031

Office of the Auditor General Liaison
Description: Records related to complying with requests for information from the Office of the Auditor General of Canada (OAG) and the Commissioner of the Environment and Sustainable Development (CESD).
Topics: Agency documents pertaining to audits and studies conducted by the OAG and CESD including follow-up activities as applicable.
Program Record Number: CRA CAEB 805

Corporate Strategies and Business Development Branch

Agency Transition
Description: Information on the approach adopted by Revenue Canada to effect its transition from department to agency. Information on working papers (agendas, minutes, progress reports, slide presentations, and consultants' reports on specific aspects of transition) of ad hoc Agency transition committees.
Topics: Stemming from Bill C-43, the Canada Revenue Agency Act, the main topics are: Human Resources regime, governance of the Agency, management of assets, and various administrative policies; more specifically to transition and "Day 1", communication strategy.
Access: The files are arranged chronologically, starting in 1997 through the months preceding "Day 1" (November 1, 1999).
Program Record Number: CRA CSBDB 460

Cabinet Affairs
Description: Provide briefing support to the Minister for her Cabinet and Treasury Board responsibilities and to the Commissioner in his

related functions; monitor debriefs of Cabinet and Treasury Board related meetings to ensure the senior management team is abreast of developments that may impact the Agency; and ensure coherence between cabinet-related briefings and the overall CRA policy agenda.
Topic: Cabinet briefings and memoranda to Cabinet
Program Record Number: CRA CSBDB 720

Corporate Planning, Reporting, and Governance
Description: Information on Corporate Planning, Environmental Scanning, Corporate Performance Reporting, Corporate Governance and Accountability, Service Standards.
Topics: Governance Regime and Corporate Accountability, Corporate Business Plans, Strategic Overview, Summary of the Corporate Business Plan, Report on Plans and Priorities, Departmental Performance Report, Annual Report, Ministerial Action Plan, Guide to Service Standards in the CRA, presentation materials on business plans and the planning process, Planning Guide, Accountability Contracts for all senior managers. Subject matter pertains to the corporate governance, planning, reporting, and accountability processes, and the development of Service Standards.
Program Record Number: CRA CSBDB 475

Management Policies
Description: A database containing tombstone data on CRA administrative, human resource, and corporate policies.
Topics: Information includes the name of the policy, authoring branch, effective date, and review cycle.
Program Record Number: CRA CSBDB 480

Mathematical Tax Models – Operation and Control
Description: Information on the objectives, work, duties, and responsibilities of the various excise, GST/HST, benefit, tax, and fiscal model work groups; tax model sample selection schemes; computer database files (which may involve data mining and matching for statistical purposes only), and record layout; computer program documentation; computer simulation system documentation; and data capture instructions.
Topics: Administrative workload and processing model; personal taxation simulation model; corporation taxation simulation model; GST/HST model, First Nations' Sales Tax model, etc., data capture instructions; techniques to prevent the releases of identifiable taxpayer information; corporate, individual, and family database files; operational computer programs; and sampling techniques.
Program Record Number: CRA CSBDB 485

Operations Research Studies
Description: Information on the statement of a problem, method of approach, and the mathematical and operations research and econometric techniques involved in each study; summary of data requirements, design and procedures required to perform each study; system analysis; design and programming documentation to process data from each study; and data analysis, reports, data files (which may involve data matching for statistical purposes only), and correspondence produced during each study.
Topics: Planning process studies; effectiveness studies; work optimization studies; workload and file selection studies; profile analysis; trend analysis studies.
Program Record Number: CRA CSBDB 490

Performance Measurement
Description: Information on the Balanced Scorecard, which is a performance measurement methodology that helps an organization align and focus management efforts on achieving its strategies and objectives. The records include information on the development of the BSC/ Performance Measurement for the CRA, the system being developed to collect and manage data and inform corporate reporting, and the material developed to introduce the BSC to managers at all levels throughout the CRA.
Topics: BSC measures and indicators, definitions of measures and indicators for the CRA, logic models, communication strategy, and policies.
Program Record Number: CRA CSBDB 465

Relations with Aboriginal Client Governments
Description: Provision of policy advice and agency-wide co-ordination for Aboriginal Taxation Issues; secretariat functions for the Aboriginal taxation Issues Committee and the First Nations Advisory Committee; point of contact with the Department of Indian and Northern Affairs Canada, Department of Finance, Department of Justice, and other government departments.
Topics: Aboriginal policy issues, land claims, self-government agreements, Indian remission orders.
Program Record Number: CRA CSBDB 710

Relations with Provinces and Territories
Description: Information on federal-provincial relations, including the development of national

policies strategic plans, accountability documents and memoranda of understanding, and statistics in support of federal administration of provincial and territorial tax programs.
Topics: Policy documents; accountability reports; memoranda of understanding; statistical reports, and analysis.
Program Record Number: CRA CSBDB 830

Risk Management
Description: Records related to functional leadership in the implementation of strategic risk management within the CRA.
Topics: Risk Management, Integrated Risk Management, Risk Arena, Risk Identification, Risk Assessment, and Mitigation Strategies.
Program Record Number: CRA CSBDB 500

Statistics – Operations, Control, and Release of Data
Description: Sample designs, data capture techniques and instructions; database files (for statistical purposes only);and requests for and releases of data;.
Topics: Tax and benefit statistics on individuals broken down by age, sex, occupation, and geographic region; corporation income statistics, GST/HST statistics, excise data, benefit programs statistics, corporate statistics and administrative statistical data; requests for and releases of statistical information by source, personal, corporation and family GST/HST, excise, etc., sample files; statistical sample designs for collection of some of the statistics listed above; listings of client recipients of the data; releases of taxation data to federal and provincial/territorial agencies; monthly and quarterly tax collection, tax filing, GST/HST filing reports, etc.; internal administrative statistics on assessments, audits, and post-assessment projects.
Program Record Number: CRA CSBDB 51

Strategic Policy
Description: Leadership to advance key internal and external horizontal initiatives; analysis and advice on broad policy issues to achieve CRA objectives; gather intelligence and articulate impact on the Agency of key issues by scanning, networking, reviewing, and sponsoring research; provide value-added secretariat support to the Strategic Direction and Business Development Committee; and provide input to the broader government social and economic policy development process by playing an advocacy/ outreach role to advance the Agency's objectives within the federal system and the voluntary sector.
Topics: Strategic leadership; horizontal initiatives; policy; and research.
Program Record Number: CRA CSBDB 730

Tax Treaty Files
Description: Information on the negotiation of all tax treaties including all notes and minutes of negotiation meetings.
Topics: Separate series of files for each set of negotiations with treaty countries, and general files on the interpretation of treaties. Some examples include treaties with Australia, Barbados, Belgium, Israel, Switzerland, the United Kingdom, and the United States.
Program Record Number: CRA CSBDB 071

Technical Publications and Programs (Headquarters)
Description: Excise and GST/HST technical information necessary for registrants and licensees to comply voluntarily with the Excise and GST/HST legislation is published electronically.
Topics: This includes information in areas such as the GST/HST, Excise Duty, and Excise Taxes and Special Levies Memoranda Series, Policy Statements, the Excise and GST/HST News, Info Sheets, and Technical Information Bulletins.
Access: Records Management Files, InfoZone, CRA Electronic Library, EBBS (electronic versions of publications for release to subscribing publishing houses).
Program Record Number: CRA LPRAB 815

Finance and Administration Branch

Administrative Reform and Renewal
Description: Information on the approaches, research, consultations, strategies, business cases, action plans, implementation, and monitoring adopted by the Canada Revenue Agency to strengthen and modernize its administration. Information on working papers (agendas, minutes, progress reports, slide presentations, and consultants' reports on specific aspects of initiatives) of the Steering Committee and Task Force.
Topics: Stemming from Bill C-43, the Canada Revenue Agency Act, and the CRA Corporate Business Plan, the main topics are: modern comptrollership/rationalization, service improvement, cost reduction, human resources, policy changes, action plans, progress reports, specific initiatives, communication strategy, etc.
Access: The files are arranged by initiative, by subject, and chronologically, starting in 2000.
Program Record Number: CRA FAB 440

Contracting
Description: Administrative records pertaining to the contracting process and related approval documents for goods and services contracts awarded by the CRA in support of the various program activities that it undertakes.
Topics: Procurement planning and advance approval documents; solicitation or tender documents; contracts; standing offers; supply arrangements; Information Technology Professional Support Supply Chain; Task Authorizations.
Access: Contracting information is accessible by a variety of means, i.e., specific file number, contractor's name and address, type of goods or services contracted, or specific organization or region of origin for the contract. All basic contracting information is readily available in the Corporate Administrative Systems (CAS).
Program Record Number: CRA FAB 445

Information Management Services
Description: Provision of library and records services.
Topics: Provision to CRA employees of access to required information resources and the delivery of quality information that is relevant to the performance of their duties in support of the Agency's programs. These resources include the Tax Cases Collection, Loose-leaf Collection (provides timely information on changes and amendments to core areas of tax law), and Revenue Canada Collection (historical research, i.e., information circulars, IT Bulletins, T1 forms and guides, internal reports, and press releases). Provision of access to required information in any media to support both the CRA's mandate and internal functions.
Access: Filed by subject matter.
Program Record Number: CRA FAB 430

Modern Comptrollership
Description: Information on the CRA's approach to enhancing comptrollership across the organization, including the articulation of a vision for modern comptrollership and the development of strategies which began with the Transparent Management for Results initiative aimed at achieving this vision; information on the CRA's modern comptrollership capacity and initiatives to address priorities; information on the Managing Budgets, Expenditures and Costs to Achieve Results in the CRA workshops that were given to senior level managers across the Agency.
Topics: Various working documents covering the development of a comptrollership vision and business model, strategy documents, modern comptrollership capacity, workshop reference material, as well as presentations and speaking points.
Access: internally through the intranet site or in the shared network drive.
Program Record Number: CRA FAB 460

Real Property
Description: Information on the CRA's planned implementation of an exclusive market-based reimbursing regime for the provision of accommodation and real property services to the CRA by PWGSC, including the articulation of a joint TB submission agreed to between CRA/PWGSC, a letter of intent, and a draft Real Property Services Agreement.
Topics: Various working documents covering the development of a Real Property vision and business model, strategy documents, committee agendas and minutes, as well as presentations and speaking points.
Access: Files are arranged by subject and number or by project.
Program Record Number: CRA FAB 610

Resource Management Information (RMI)
Description: This system provides database-resident information on agency programs from the standpoints of resource utilization, productivity, and achievement of objectives in terms of the program activity structure as well as the agency organizational structure. It is comprised of a suite of corporate systems and information bases of agency activity and operating budget data from an individual employee and contractor staff level to the corporate level. The purpose of this information bank is to serve as central repository for, and/or linkage to, all agency resource management information from employee leave tracking to multi-year resource and workload tracking and planning. Access will not be permitted without adequate proof of identification and/or authority.
Topics: Agency program plans, results and analyses of results, workload forecasts and market surveys, as well as emerging issues and trends. Individuals identified in this bank are all employees of the Canada Revenue Agency, as well as staff members who are engaged under personal service contracts. Components of the RMI suite include activity management, which is used to track activity costs and manage operating budgets, leave and extra duty, and to substantiate time charged on contract staff invoices. The Human Resource component of the information base provides data used for leave and extra duty management. The budget component is used from the initial annual

allotment through to the allocation and adjustment of resources by responsibility centre, work section, and reporting object. The organization/activity and/or resources management framework component is used to correlate the agency activities and organization management structures. The activity costing component is used to provide agency activity management information. The Multi-Year Resource Planning System is used for corporate planning, estimates, supplementary estimates and TB Submissions.
Program Record Number: CRA FAB 006

Revenue Accounting, Reporting and Analysis
Description: Information on accounting, analysis, and reporting of Excise and Taxation revenue, such as the Goods and Services Tax (excluding GST collected at the border), Excise taxes and duties (excluding excise tax and duties collected at the border), federal and provincial income taxes, Canada Pension Plan contributions, and Employment Insurance premiums.
Topics: Cash-collections and disbursements from revenue, i.e. refunds, rebates by type, i.e. Excise and Taxation, assessed revenue (taxes for which an assessment notice is issued), tax credits, program payments, such as Goods and Services Tax Credits, Child Tax benefits, Canada Pension Plan and Employment Insurance Act transfer schedules, royalty tax rebates, Employment Insurance benefit repayments, settlement of tax deductions with the Province of Quebec, reconciliation of revenue deposits with chartered banks, foreign fund charge backs. Canada Pension Plan, Employment Insurance Act; unclaimed cheque suspense account; cancelled cheques other than unclaimed cheque suspense; annual reconciliation of cash on hand; duplicate refund cheque data; accounts receivable as per public accounts and interdepartmental settlement notification data; revenues collected on behalf of other government departments and provinces, Air Transportation Tax, Offshore Sales Tax, internal revenue transfer data, Bank Authorization Numbers (BAN), First Nations' Taxes (FNT).
Program Record Number: CRA FAB 320

Security Services
Description: Information relating to the establishment of safeguards and programs to ensure the protection of CRA employees, information, and assets; conducting investigations into suspected or actual employee misconduct; monitoring electronic networks; establishing fraud prevention methods and providing intelligence services for the protection of employees and assets.
Topics: Investigative reports with respect to security incidents and threats against employees; administrative investigation reports with respect to allegations of employee misconduct.
Access: Filed by case and subject.
Program Record Number: CRA FAB 580

Statistical Services to the Agency
Description: Information on forecasts of expected filing patterns for businesses, GST/HST, and individual income tax returns, and on statistical schemes and consulting services provided to divisions in the Agency. Data on tax filer behaviours and trends.
Topics: Consulting services provided to the Agency; statistical methodology support provided to the Agency's managers.
Program Record Number: CRA FAB 505

Sustainable Development
Description: Information on the CRA's commitment plans and progress toward sustainable development. Pursuant to the Auditor General Act, the Canada Revenue Agency prepares and implements sustainable development strategies within the context of its mandate and operations.
Access: On the Internet and internally through its intranet Web site.
Program Record Number: CRA FAB 540

Tax and Non-Tax Revenue
Description: Information on the analysis, distribution and reporting of tax and non-tax revenue; information and data on research, analysis, draft proposals, and approvals with respect to the Agency's financial policy, systems, and procedures.
Topics: Excise, taxation, and non-tax revenues, reconciliation of revenue collected with Bank of Canada deposit acknowledgements; annual reconciliation of cash in transit; technical information; legislative/regulatory requirements; research problem definitions, proposals, alternative solutions, reports, drafts, and approvals.
Access: Files are arranged by subject and number or by project.
Program Record Number: CRA FAB 420

Information Technology Branch

Assessment Processing
Description: Information on the development, implementation, and maintenance of EDP (electronic data processing) systems and procedures designed to determine the accuracy

of T1 individual income tax returns and related schedules initially submitted by taxpayers, tax preparers, and agents in electronic, paper, or telephone format, and of adjustments resulting from additional information supplied by taxpayers, tax preparers or agents or from verification initiated by the Agency; information on the development, implementation, and maintenance of EDP systems and procedures designed to capture information from NISA (Net Income Stabilization Account) application forms.
Topics: Operational and administrative communications with various head office divisions that have functional authority over systems developed for them; computerized and manual T1 initial assessment and reassessment systems; direct data entry (DDE); 2D Bar Coding scanning; Electronic Filing (T1 EFILE, T1 Netfile, Efile Online, Efile Online Plus); T1 TELEFILE; clients making changes to their T1 using the Internet (NetRAP); Services for Seniors; NISA (Net Income Specialization Account); Tax Information Internet Service for Individuals (My Account).
Program Record Number: CRA ITB 274

Benefit Outputs, Charities and Trusts Division
Description: A composite organizational structure comprised of four distinct reporting units. One unit supports the systems and programs falling under The Children's Agenda – an umbrella of federal and provincial initiatives which include the Goods and Services Tax Credit (GSTC), National Child Benefit Supplement (NCBS), Canada Child Tax Benefit (CCTB), Children's Special Allowance (CSA), and over 18 different provincial and territorial benefit programs and products. Two units support the Charities systems and programs, which register an organization as a charity, process its annual information return, and maintain the Web site. One unit supports the systems and programs that process Trust Tax returns. This includes the identification and assessing of Trust returns according to federal and provincial legislation and the provision of data to outside departments.
Topics: The Division's product suite includes mainframe, distributed and Web-enabled applications supporting batch processing, data delivery mechanisms and enquiry/update channels, as well as a number of internal productivity tools, frameworks and technologies.
Program Record Number: CRA ITB 775

Business Management
Description: Business Management ensures the provision of management and administrative internal services, resource projections and allocations, budget and expenditure, as well as projects related to programs and services such as learning, communications, event management, wellness programs, recognition, best practices, intranet, information management, human resources, inventories, licenses, and research.
Topics: Strategies, action plans, priorities and initiatives. Procedures, guidelines, standards, and processes for branch services.
Access: Files are classified by service or product, initiative, or activity.
Program Record Number: CRA ITB 600

Business Number
Description: Business Number is a numbering system used by government to identify clients operating a business in Canada.
Topics: Documentation on the design, development, testing, implementation, and maintenance of this system.
Program Record Number: CRA ITB 320

Case Management and Enforcement
Description: Documentation of several revenue data and information processing systems, as well as technical programming standards and guidelines. Documentation is principally in the form of program listings, run books, and related materials intended to support system development, maintenance, and operation.
Topics: System Universal DELPAC (Delinquent Action Processing and Control) System (SUDS) – Filing Enforcement for Individual and Corporate Tax Returns; Filing Enforcement for Returns from Charitable Organizations on behalf of the CARE (Charity Assessing and Registration System), and Registration Enforcement for the Goods and Services Tax; Automated Collections and Source Deductions Enforcement System (ACSES) and Revenue Enforcement Management and Information Tracking System (REMITS) – providing support for the collection of overdue accounts; Employer Sponsored Plans System (ESP) – processing of employer sponsored pension plan data; miscellaneous systems and programs such as the Online Chargeout System (OLC) to control issuance and location of income tax returns.
Program Record Number: CRA ITB 825

Client Identification
Description: Documentation in the form of database models and descriptions applicable to identification systems, including individuals (T1 Ident), businesses (Business Number), Goods and Services Tax Registration, and discounters. Also documentation in the form of database models and

descriptions for applicable databases for Canadian cities and their postal and locality codes (city index), Canadian bank codes (direct deposit), and refund payment information (payment enquiry system).
Topics: Operational and administrative communication to and from the various head office divisions that have functional authority over systems development for them.
Program Record Number: CRA ITB 266

Computer Operations
Description: Information on computer hardware (the various computer components), operation of computer equipment, and the administrative procedures used within the Operations Directorate.
Topics: Procedure manuals for data control; tape/media library; tape library; computer room security; scheduling; administrative computer operations; Heron Data Centre and St. Laurent Data Centre computer operations; production control and various vendor equipment operations.
Program Record Number: CRA ITB 271

Corporate Administrative System (CAS)
Description: The Corporate Administrative Systems consist of a large SAP implementation, which supports the internal management of the CRA and CBSA, i.e., human resources, asset, finance, material, resource, facilities, and procurement. For the CRA only, SAP supports records and document management systems for managing ministerial and the Commissioner's correspondence and other internal administrative documents and information sources; Web-based ordering; and Web-based resourcing. The SAP implementation is used by human resources, finance and administration professionals, by corporate and program branches, and by all CRA employees for self-service functions. The other CAS applications are used by employees across the CRA to support their management and administration activities, CRA and CBSA employees, and the general public to apply for job opportunities. Documentation includes information on the design, development, testing, implementation, and maintenance of the systems.
Topics: Operational and administrative policies, project plans, business requirements, program specifications, change action requests, architecture landscape, and training materials are available.
Program Record Number: CRA ITB 260

Corporate Planning, Reporting and Governance
Description: Includes information on corporate planning, environmental scanning, corporate performance reporting, corporate governance and accountability, service standards, internal audit and OAG audits of IT systems, administration of work requests from ITB clients, and monthly-managed status reporting.
Topics: Governance Regime and Corporate Accountability, Corporate Business Plans, Strategic Overview, Summary of the Corporate Business Plan, Report on Plans and Priorities, Departmental Performance Report, Annual Report, Quarterly reporting to BOM, Ministerial Action Plan, Guide to Service Standards in the CRA, presentation materials on business plans and the planning process, planning guide, and accountability contracts for all senior managers. Subject matter pertains to the corporate governance, planning, reporting and accountability processes, branch performance measurement and reporting, Internal Audit and OAG audits of IT systems, and the development of service standards, administration of work requests from ITB clients, and monthly-managed status reporting for projects.
Program Record Number: CRA ITB 590

Credit Determination
Description: Information on the development, implementation, and maintenance of all electronic data processing of benefit programs. The Credit Determination Division presently manages twenty-four credits. These credits are designed to contribute to the economic and social wellbeing of Canadians by, for example, reducing child poverty and helping parents of low-income families to participate in the workforce. Fifteen of the twenty-four credits are for children: Canada Child Tax Benefit (CCTB), including the National Child Benefit Supplement (NCBS) and Child Disability Benefit (CDB), British Columbia Family Bonus (BCFB), including the British Columbia Employment Income Bonus (BCEIB), Alberta Family Employment Tax Credit (AFETC), Saskatchewan Child Benefit (SCB), Northwest Territories Child Benefit (NWTCB), Nunavut Child Benefit (NUCB), Yukon Child Benefit (YCB), New Brunswick Child Tax Benefit (NBCTB), Newfoundland and Labrador Child Benefit (NLCB), Mother Baby Nutritional Supplement for the residents of Newfoundland and Labrador (MBNS), Nova Scotia Child Benefit (NSCB), and Children's Special Allowance (CSA). Three credits are related to the GST: the Goods and Services Tax Credit (GSTC), Saskatchewan Sales Tax Credit (SSTC), and Newfoundland and Labrador Harmonized Sales Tax Credit (NHSTC). The last credit, the Newfoundland Seniors Benefit (NSB), is designed

to help senior citizens. On behalf of our partnership with federal and provincial governments, five credits are designed to help Canadian citizens of low income by providing federal-provincial tax rebates: Relief for Heating Expense (RHE), British Columbia Tax Rebate (BCER), Alberta Energy Tax Rebate (AETR), Ontario Tax Dividend (OTD), and Nova Scotia Tax Rebate (NSTR)
Topics: Operational and administrative communications with various head office divisions that have functional authority over systems development for them; computerized and manual applications for the Child Tax Benefit and Child Special Allowance; electronic initial assessments and reassessments for all social benefit programs; and electronic records of all payments and financial adjustments to client accounts; electronic records of all correspondence sent to benefit clients.
Program Record Number: CRA ITB 272

Disbursements/Individual Identification Systems
Description: Documentation of several taxation data and information processing systems. Documentation is principally in the form of program listings and run books intended to support maintenance and operations.
Topics: RAPID – rapid information for district enquiry programs, providing field offices with online tax data on individuals (T1 Ident, Disbursements); Taxation T1 Assessing Master File; Home Buyers Plan (HBP); Lifelong Learning Plan (LLP); Pension Reform system; T1PR; Tax Information Phone Service (TIPS); program document for Canadian cities and their postal and locality codes (City Index); Canadian bank codes (Direct Deposit); and refund payment information (Payment Enquiry System).
Program Record Number: CRA ITB 291

Equitas
Description: Equitas provides information storage and retrieval used to process clients' objections to assessments of individual income tax. Equitas, which is a component of a case management system, maintains information specific to the notice of objection.
Topics: Documentation includes: information on the design, development, testing, and implementation of the components, applications, and infrastructure. Systems descriptions, conceptual designs, database models, project development and deployment schedules, procurement records, integrated testing strategy and problem reporting instructions, and a problem management strategy are available.
Program Record Number: CRA ITB 390

Goods and Services Tax/Harmonized Sales Tax (GST/HST)
Description: The GST/HST major business functions are registration, data capture, accounting, refunds/rebates, collections, and audit. Documentation includes information on the design, development, testing, implementation and maintenance of the GST/HST system.
Topics: Operational and administrative policies, project plans, business requirements, program specifications, and change action requests are available.
Program Record Number: CRA ITB 270

Infodec System
Description: Documentation of several taxation data and information processing systems. Documentation is principally in the form of program listings and run books intended to support maintenance and operations.
Topics: Information declaration system (Infodec) – data capture; amendment and storage of T4/T5 families of information returns; and RAPID – rapid information for district enquiry programs, providing field offices with online tax data.
Program Record Number: CRA ITB 425

Other Levies System (OLS)
Description: OLS supports the administration of the Excise Act and the non-GST provisions of the Excise Tax Act. The system has three major components: endorsing (licensing), securing (bonding), and assessing.
Topics: Documentation includes information on design, development, testing, implementation, and maintenance of OL systems. Operational and administrative policies, project plans, business requirements, program specifications, and change action requests are available.
Program Record Number: CRA ITB 400

Payroll Deductions – Accounting, and Collections (PAYDAC) System
Description: The major business functions of the PAYDAC system are accounting and enforcement activities associated with the remittance of source deductions by employers in Canada. Also included are activities associated with processing employer returns, including follow-up on missing returns, and reconciliation of returns and amounts posted to the account during the year. As well, PAYDAC generates numerous outputs to employers. Documentation includes information on the design, development, testing, release implementation, and

maintenance of PAYDAC.
Topics: Operational and administrative policies, project plans, business requirements, change requests, impact documents, and program specifications.
Program Record Number: CRA ITB 410

Public Outputs and Communications
Description: The Public Outputs and Communications Section is responsible for the development and maintenance of six national software applications whose main function is to deliver printed correspondence, primarily to businesses, as well as limited printed correspondence to individual taxpayers. These six applications are: ELCS (Electronic Letter Creation System), which is used to generate standard and customized letters to CRA clients; OTCS (Online Taxpayer Correspondence System), which is used at the T1 Initial Assessing stage to generate letters requesting additional information; GST/HST Notices and Outputs, a subsystem of the GST/HST mainframe system which produces most GST/HST public outputs (such as tax returns, remittance forms, rebate applications, non-compliance/collection notices, and notices of assessment); PAYDAC Notices, a subsystem of the PAYDAC mainframe system which produces the public outputs for the Source Deductions Program, including statements of account, non-compliance/collection notices, and notices of assessment; Nova Scotia-WCB (Nova Scotia Workers Compensation Board) produces a monthly statement of account for N.S. WCB clients, using data received from the WCB program of NS; BCCS (Business Client Communication System) is CRA's common corporate outputs system currently used for accounting and assessing components of the T2 and Other Levies applications. Documentation includes information on the design, development, testing, implementation, and maintenance of these applications.
Topics: Operational and administrative policies, project plans, business requirements, program specifications, and change action requests are available.
Program Record Number: CRA ITB 415

Residency Determination Advisory electronic data processing system
Description: Individuals leaving or entering Canada for an extended period of time are encouraged to request a determination of their residency to ensure that they understand their tax obligation to Canada. The Residency Determination Advisory System assists CRA officers in determining an individual's residency status for Canadian income tax purposes.
Topics: Information on the development, implementation, operation, and maintenance of this system, in the form of computer programs, program run book database models and descriptions, and related materials. Includes operational and administrative communications with various head office divisions that have functional authority over the system, which includes electronic records of residency determinations and business rule logic.
Program Record Number: CRA ITB 278

Standardized Accounting
Description: Standardized Accounting posts credits, debits, or accounting non-financial transactions to client accounts, updates the revenue ledger, and issues accounting communication.
Topics: Applying payments; validating and applying net assessment/return amounts to client accounts; validating and applying instalment or re-assessment prepayment amounts to client accounts; validating and applying account adjustments to client accounts; calculating and applying accounting penalties to client accounts; applying accounting penalties to client accounts; calculating and applying interest to client accounts; offsetting credit balances within one program; issuing refunds; initiating standardized accounting communications; reporting financial activity to the revenue ledger and facilitating account enquiries.
Program Record Number: CRA ITB 264

The Non-Resident Source Deductions (NRSD) system
Description: The NRSD system is responsible for the administration of Part XIII source deductions. The major business functions of the system are: accounting, assessments, enforcement, workloads, and elections. The accounting function accepts and posts remittances received from Canadian agents who withhold Part XIII tax from non-resident clients, as well as various other financial transactions, to administer the account. Accounting functions also include GL/RL updates and financial controls. Assessments are generated automatically or manually and will issue notices for Failure To Remit (FTR), Failure To Deduct (FTD), Penalty Interest, and Law Cost. Enforcement activities include the posting of returns and a reconciliation process between the NR4 return amounts and amounts posted to accounts during the year as well as follow-up on remittances, NR4 filing, filing discrepancies,

collections, and balance review. These activities may result in output or workloads. Workloads include allocation of work, office structures, and approval limits for financial transactions. Non-resident clients file elections to receive reductions in tax withholding rates, and the NRSD system administers these requests and issues letters to non-residents as well as to Canadian agents who withhold Part XIII tax from non-residents' income. The NRSD system records all activity posted to NR accounts through a change log audit trail and user diaries. The NRSD system also issues other types of output to Canadian agents, such as monthly account statements, and includes many other minor functions related to major business functions such as error correction. Documentation includes information on the design of the system, development, testing, release procedures, and annual maintenance of the NRSD system.
Topics: Operational and administrative policies, project plans, business requirements, change requests, impact documents and program specifications.
Program Record Number: CRA ITB 420

T1 (Individual Income Tax Return)/T3 (Trust Return)
Description: Information on the development, enhancement, maintenance and support of EDP (electronic data processing) systems and procedures for T1 individual income tax return accounting and various related applications. Information on the development, enhancement, maintenance and support of EDP systems and procedures for T3 trust returns identification, assessing and accounting.
Topics: T1 Accounting; Automated Interest Calculation (AutoIntcal system); Automated Sub Ledger (ASL); Employer Sponsored Pension Plans (ESP); Individual Enquiries Computer Telephony Integration (IECTI); Individual Enquiries Print (IEP); Individual Enquiries Workbench (IEW); Instalment Notices (INNS); T1 Matching; and T3 Accounting.
Program Record Number: CRA ITB 286

T2 (Corporate Tax Return)
Description: Information on the T2 Corporate Return and documentation relating to Corporation Assessing, Electronic Filing, Inquiries and Changes.
Topics: EDI; Internet and paper filing of T2 returns; ongoing legislative changes; development of interfaces with Standardized Accounting, the Business Client Communication System (BCCS), Case Management System (CMS), Business Number (BN) and Revenue Ledger; transmittal of Industry Canada information.
Program Record Number: CRA ITB 785

Waiver on Withholding Electronic Data Processing System
Description: The Waiver on Withholding System assists CRA officers in determining whether a waiver of withholding taxes should be granted. The Income Tax Act requires a withholding of tax from certain amounts paid to non-residents of Canada in respect of services rendered in Canada or to certain residents of Canada working abroad. If, however, a client can adequately demonstrate that the withholding taxes normally required are in excess of their ultimate Canadian tax liability, the CRA may reduce the withholding tax accordingly.
Topics: Information on the development, implementation, operation, and maintenance of this system, in the form of computer programs, program run books, database models and descriptions, and related materials; includes operational and administrative communications with various head office divisions that have functional authority over the system. The system includes electronic records of Waiver on Withholding consultations and associated comments, business rule logic and statistical, information, and ad hoc reports.
Program Record Number: CRA ITB 276

Legislative Policy and Regulatory Affairs Branch

Central Agencies – Reports
Description: Information on reports from Central Agencies on Agency activities and replies.
Topics: Central agency reports outlining activities reviewed and related correspondence.
Program Record Number: CRA LPRAB 470

Changes to International Provisions of the Income Tax Act
Description: Information on recommendations for changes to various provisions of the Income Tax Act, e.g., provisions covering income of non-resident persons and shareholders of certain corporations not resident in Canada.
Topics: Files on proposed changes to the Act such as Part XIII (sections 212-217), dealing with the taxation of income earned in Canada by non-resident persons (interest, dividends and royalties). The provision for foreign tax credits in section 126 and the provisions dealing with residents in section 250 are further examples.
Program Record Number: CRA LPRAB 086

Charities Directorate – Client Files and Subject Matter Files
Description: There is a client file for each applicant for registration as a charity, Canadian amateur athletic association (CAAA), or national arts service organization (NASO) under the Income Tax Act. The Directorate also maintains subject matter files relating to the administration of the Income Tax Act and the application of common law as it relates to the registration of charities, CAAAs, and NASOs.
Topics: Client files are filed numerically and may include applications, governing documents, determinations of eligibility of registration, interpretations, annual information returns (forms T3010/T3010A and T2052), and audit reports. Subject matter files are broken down into specific topics and may contain correspondence with clients, taxpayers, and other government departments; copies of court cases; administrative and operational guidelines relating to registration; and statistical information. Information is filed chronologically under the relevant topic.
Access: The confidentiality provisions of the Income Tax Act prevent information contained in these program records concerning specific taxpayers from being disclosed without the written authorization of the taxpayers involved. However, certain information about registered and previously registered charities is available to the public. Beginning with the 2000 taxation year, the annual information returns filed by registered charities can be found on the Charities Web site at http://www.cra-arc.gc.ca/tax/charities/menu-e.html. Copies of publicly available documents including charities' governing documents, notifications of registrations, and letters outlining reasons why registration was revoked are available upon request to the Charities Directorate, by calling, toll-free, 1-800-267-2384, or by writing to the Directorate at the Canada Revenue Agency, Ottawa, Ontario, K1A 0L5. The Web site also includes policy statements and commentaries, publications and guidelines, including drafts for consultation.
Program Record Number: CRA LPRAB 290

Corporate Briefing Book
Description: Briefing book for the Minister, Commissioner and members of the Agency Management Committee. It is updated annually and after Cabinet shuffles.
Topics: Overview of the CRA, key issues, and initiatives.
Program Record Number: CRA LPRAB 490

Delegations
Description: Information, correspondence (intra-Agency) and other background material relating to new ministerial delegation of program powers or amending existing delegations and memoranda between the Commissioner and the Minister. This includes written material from other departments (Department of Finance), background information, and legal opinions.
Topics: Liaison with other directorate and branches; subject matter filed by act containing materials related to amendment; chronological file containing master copies of all communications form the Commissioner to the Minister.
Program Record Number: CRA LPRAB 690

Duty (Regional)
Description: Information on monitoring and auditing of licensees liable for excise duties as well as various registrations under the Excise Act and the Excise Act, 2001 including licensee and registration information; implementation of Agency operating procedures and directives for spirits, wine, beer and tobacco.
Topics: Tax rulings; licensing; registration licensing and registration status; statement of production; monthly return of excise duty and monthly return of licensed users; general correspondence; refunds of excise duties; samples for analysis; special excise service charges. Records concerning enforcement activities under the Excise Act and the Excise Act, 2001 –.
Access: Filed by licensee company name.
Program Record Number: CRA LPRAB 740

Excise Duties
Description: Information on excise duties under the Excise Act and the Excise Act, 2001 on spirits, wine, beer, and tobacco products; possession production and warehousing of these products; licensee and registration information enforcement activities under the Excise Act and the Excise Act, 2001 –.
Topics: Excise duties – general; licenses and registrations; spirits, wine and by-products; blending; denatured alcohol; alcohol for fuel; alcohol registrants; beer and breweries; bonds; bonded carriers; distilleries; drawbacks and refunds of excise duties; pharmacists; imports and exports; of spirits, wine, beer and tobacco; licences and registration ; manufacturers in-bond; monitoring; samples for analysis; special excise services charges; chemical stills; tobacco manufacturing; warehousing; weighing and measuring devices; fortified wine; approved instruments; ferment-on-premises; bottle-your-own; registrered users; and

labels for approval; enforcement activities.
Access: Subject Matter filed by commodity, i.e., alcohol, beer and tobacco.
Program Record Number: CRA LPRAB 075

Excise Taxes and Special Levies
Description: Information on the application of excise tax under the Excise Tax Act on, jewellery, products, petroleum and motor fuels, automobile air conditioners, and automobiles over specified weights; information on the application and collection of tax on insurance premiums under Part I of the Excise Tax Act; information on the application of the charge under the Air Travellers Security Charge Act; preparation of policy statements, memoranda, and notices concerning the application of the non-GST portions of the Excise Tax Act and Air Travellers Security Charge Act.
Note: Excise taxes on wine and tobacco products were repealed, effective July 1, 2003.
Topics:, Automobile air conditioners, fuel taxes, Part I tax on insurance (other than marine), and air travellers security charge.
Access: Subject matter filed by commodity, i.e., jewellery, motor fuel, air transportation, insurance premiums, air conditioners and heavy vehicles.
Program Record Number: CRA LPRAB 030

Federal Sales Tax (FST) – Rulings
Description: Information on the eligibility of companies or commodities for exemption from sales or excise taxes and duties; eligibility for refund in the form of rulings – precedent and policy setting; Tariff Board, Canadian International Trade Tribunal and court decisions in fields such as manufacturers and producers, values for tax, refunds, conditional exemptions, containers and coverings, clothing and footwear, and other general commodity headings.
Topics: Liability for tax, manufacturing or producing, refunds and exemptions from tax for goods such as production equipment, processing materials, foodstuffs, clothing and footwear, farm and forest goods, educational, cultural, religious and literary goods, and other types of commodities listed in Schedule III of the Excise Tax Act.
Access: Rulings (Automated Information System [RISE] and card file) and CRA Electronic Library.
Program Record Number: CRA LPRAB 810

Field Development
Description: Information on branch training initiatives and programs related to tax interpretations for both rulings and interpretations officers and auditors in the field and at headquarters.
Topics: Work and service standards; casework procedures; registration investigation procedures; classification factors.
Access: Filed by subject.
Program Record Number: CRA LPRAB 800

Income Tax Rulings – Subject Matter Files (Primary Files)
Description: Correspondence with taxpayers on matters relating to interpretations of the Income Tax Act and Regulations, including copies of advance income tax rulings and requests for technical interpretations.
Topics: Subject files are broken down into specific subject topics as listed in the index to the Income Tax Act and Regulations and related legislation, e.g., income from an office or employment, capital cost allowances, gifts, dividends, property, deceased taxpayers, expenses. Files contain both the incoming taxpayer enquiry and outgoing response.
Access: Correspondence is filed chronologically under the relevant topic. A card index is maintained to assist in locating specific correspondence either under the taxpayer's name and/or that of his or her representative. The confidentiality provisions of the Income Tax Act prevent information contained in this program record concerning specific taxpayers from being disclosed without the written permission of the taxpayers involved.
Program Record Number: CRA LPRAB 041

InfoZone
Description: Information on the CRA Intranet site which provides CRA employees with immediate access to all CRA technical information, publications, forms, announcements, newsletters, etc. in both official languages.
Topics: Contains CRA policies, standards, and procedures, forms and templates, media and other news services, training and development, workplace practices and opportunities, technology and related issues, and reference material such as telephone books, organization charts, contact lists, and numerous publications. Agency statistics from all business lines are on the Intranet site including personal and corporate income tax, excise taxes and duties, GST/HST, Child Tax Benefits, GST Credit, Scientific Research and Experimental Development (SR&ED) tax incentive, etc. Infozone also delivers information in a way that helps protect our environment, reducing the amount of paper we use is a key part of CRA's commitment to sustainable development.

Access: Users can browse through a general homepage which links to all other branches and sources of information.
Program Record Number: CRA LPRAB 455

International Legislative Affairs
Description: Information related to tax treaties, the Doctrine of Sovereigh Immunity, and international organizations, including work with the Organisation for Economic Cooperation and Development – specifically, Working Party 1 on Tax Conventions and related questions, working Party 8 on Tax Avoidance and Evasion, the Forum on Harmful Tax practices, and Global Forum. Information related to tax treaties includes notes from treaty negotiations, competent authority agreements, interpretation of Canada's tax treaties, as well as issues raised with, and advice given to, the Department of Finance.
Access: The files are arranged by subject and then chronoligically. The confidentiality provisions of the Income Tax Act prevent information concerning individual taxpayers from being disclosed without the written permission of the taxpayers involved. In addition, certain information may be exempt from dislosure either because it relates to confidential information exchanged between competent authorities or because it is in relation to consultations or deliberations involving official of a governement institution.
Program Record Number: CRA LPRAB 650

Interpretations
Description: Information and research on complex tax issues, cases referred by the regional offices, importers, registrants, rebate claimants and the taxpaying public, and questions resulting from legislative policy changes, such as budget resolutions and Ways and Means motions.
Topics: General correspondence from taxpayers, consultants, and representative industries on specific tax rulings by commodity subject, e.g., transportation, aircraft, foodstuffs, fuel, and electricity.
Access: Filed by subject number.
Program Record Number: CRA LPRAB 795

Legislation
Description: Information on aspects of existing or proposed legislation.
Topics: Research, correspondence and recommendations relating to amendments to the Excise Tax Act, Excise Act, Excise Act, 2001, Air Travellers Security Charge Act, Employment Insurance Act, Parts IV and VII, Canada Pension Plan, Part 1, Income Tax Act, and Softwood Lumber Products.
Access: Filed by subject.
Program Record Number: CRA LPRAB 080

Legislative Amendments
Description: Information on significant or problematic tax legislation matters.
Topics: Research, correspondence and recommendations relating to amendments of the Excise Tax Act, Excise Act, Excise Act 2001, Air Travellers Security Charge Act, and the Income Tax Act. File are generally listed by specific reference to the tax statute. The files contain both technical and policy information relating to legislative issues. They may contain legal opinions, CRA correspondence, specific taxpayer information, and referrals to the Department of Finance. Other files include Minister's Mail, ATIP requests, and subject matter issues.
Access: Information is filed by subject and then chronologically. Access is generally restricted as these matters deal with consultations on potential legislative matters, both within and between departments.
Program Record Number: CRA LPRAB 670

Legislative and Intergovernmental Affairs Branch Memoranda – Research Material
Description: Information on interpretations concerning significant or problematic income tax matters. Research files contain copies of technically significant interpretations, rulings, legal opinions, and position papers in connection with each memorandum issued to agency staff.
Topics: Technical interpretations, background information and intended effect on certain aspects of the Income Tax Act, Canada Pension Plan, Employment Insurance Act, reciprocal tax treaties, and income tax acts of agreeing provinces and related regulations; specific topics such as universities outside Canada, forgiveness of loans; and educational institutions.
Program Record Number: CRA LPRAB 036

Proposed and Enacted Amendments
Description: Information on memoranda, discussion papers, and other background material in connection with proposed amendments. This material is maintained in confidential files until each amendment is passed by Parliament. Some of the material may remain classified as confidential even after a proposed amendment is enacted such as written material from other departments (Department of Finance), background information, and legal opinions.

Topics: Correspondence and liaison memoranda with other divisions, the Department of Finance and other government departments; subject matter files, by section of the Income Tax Act, containing all material related to a given amendment.
Program Record Number: CRA LPRAB 037

Provincial Information
Description: Information on dealings with the Department of Finance, provincial governments, and other divisions within the Agency on the administration and interpretation of the law, collection agreements and changes to provincial law. Statistics are data captured and analysis is carried out on behalf of the provinces and territories. This statistical information is transmitted in the form of reports, files, charts, etc.
Topics: Exchange of information and statistics with provinces and territories regarding individual taxpayers; exchange of information and statistics with the provinces and territories regarding individual and corporation taxpayers, non-filers, GST/HST, benefits, incentives, excise, trusts, pensions, etc.; interpretation of federal and provincial income tax acts; provincial budget changes, proposed and enacted; interpretation of collection agreements; administration of collection agreements.
Program Record Number: CRA LPRAB 081

Registered Retirement and Deferred Income Plans
Description: Information on the registration, audit and approval of amendments to employees' pension plans (EPPs), deferred profit sharing plans (DPSPs), education savings plans (RESPs), supplementary employment benefit plans (SUBPs), retirement savings plans (RRSPs), retirement income funds (RRIFs), and registered investments (RIs); actuarial advice on the approval of employer contributions to employee pension plans; development of forms and information circulars. Information concerning these seven deferred income programs is also available via the CRA's Web site. Included in this information are forms, newsletters, guides, information circulars, interpretation bulletins, compliance bulletins, minutes of consultation sessions, frequently asked questions, registered investment listings, information concerning pension adjustments, past service pension adjustments and pension adjustment reversals, the mandate and organization of the Registered Plans Directorate, and contact information.
Topics: Research and subject files on specific provisions concerning EPPs, DPSPs, RESPs, SUBPs, RRSPs, RRIFs and RIs (contain letters to and from taxpayers); administrative and organizational practices for processing applications for registration and amendments to plans; instructions for the audit of registered pension and deferred income plans; instructions for completing style letters; instructions for completing computer transcripts for the ESP system; development and amendment of forms; development and amendment of information circulars.
Program Record Number: CRA LPRAB 117

Regulations
Description: Information on memoranda, discussion papers, correspondence, and other background material relating to new regulations or amending existing ones; copies of Orders-in-Council and schedules thereto, submission letters, and communications between the Deputy Minister and the Minister. Some of the material is confidential and may not be released. This includes written material from other departments (Department of Finance), background information, and legal opinions.
Topics: Liaison with other divisions, departments or agencies; subject matter filed by regulation part number containing materials related to amendment; chronological file containing master copies of all amendments and communications from the Deputy Minister to the Minister.
Program Record Number: CRA LPRAB 038

Remissions – Client Files
Description: There is a client file for each applicant for remission under the Income Tax Act. Information and research on complex tax issues, cases referred by the regional offices and the taxpaying public. Memoranda between the Commissioner and the Minister.
Topics: Client files are filed numerically and may include request, determination of elegilibity, interpretations, forms, copies of returns, and audit reports. May contain correspondence with clients, taxpayers, and other government departments, copies of court cases, and administrative and operational guidelines relating to remission.
Access: The confidentiality provisions of the Income Tax Act prevent information contained in these program records concerning specific taxpayers from being disclosed without the written authorization of the taxpayers involved.
Program Record Number: CRA LPRAB 700

Social Security Agreements
Description: Information on the negotiation of social security agreements with Quebec and

foreign governments in conjunction with Health Canada, and the implementation of these agreements.
Topics: Negotiations of the agreements; implementation of the agreements.
Program Record Number: CRA LPRAB 091

Taxation Research Master Files (Chronological File)
Description: Information authored within Income Tax Rulings on technically significant tax law interpretations, income tax rulings, requests for legal opinions in respect of specific sections of the Income Tax Act and Regulations and other related legislation included in the Income Tax Rulings' files.
Topics: Subject topics are the same as indicated in CRA LPRAB 041 except they are filed chronologically in two week periods.
Access: Correspondence is filed chronologically. There is no specific index to these files other than a reference to the date. The confidentiality provisions of the Income Tax Act prevent information concerning individual taxpayers from being disclosed without the written permission of the taxpayers involved. As of January 1993, these documents are available for sale to the general public. As of January 1996, these documents were placed in the Legislation Access Databank (LAD). The contents of LAD are available for viewing in the libraries of tax services offices. LAD was replaced by the CRA electronic library effective May 1, 2002.
Program Record Number: CRA LPRAB 049

Taxation Research Master Files (Secondary Files)
Description: Information on technically significant tax interpretations, income tax rulings, and legal opinions in respect of specific sections of the Income Tax Act, Regulations and other related legislation included in the Income Tax Rulings' subject matter files. In many cases the taxpayers involved are identified.
Topics: Subject topics are the same as indicated in CRA LPRAB 041 except that they are filed by section and/or subsection of the Act, e.g., section 5(1) income from an office or employment, section 115 non-residence taxable income earned in Canada, section 130 investment corporations.
Access: Correspondence is filed chronologically under the relevant section or subsection. A card is maintained to assist in locating specific correspondence either under a taxpayer's name and/or that of his or her representative. The confidentiality provisions of the Income Tax Act prevent information concerning specific taxpayers contained in this program record from being disclosed without the written permission of the taxpayers involved. Since June 1992, these files are no longer updated due to a new electronic filing system.
Program Record Number: CRA LPRAB 046

Regional Operations

Rebate Claims – Fuel Tax Rebate
Description: Information on the processing and tracing of applications and cheques for rebate of the fuel tax on aviation fuel or diesel fuel: data and statistical collection.
Topics: Reviewing of rebate applications: automated data on claimant history, status of claims and cheque issuance; Fuel Tax System (claimant identification online system); Fuel Tax Rejects Automated Control Environment.
Access: The applications are on microfilm while the originals are filed in the National Archives of Canada by locator number; correspondence requesting status or resulting in tracing action is held on claimant's file, filed alphabetically by name.
Program Record Number: CRA RGO 055

Refund Claims – Excise Gasoline Tax
Description: Information on the processing and tracing of applications and cheques for refund of the Excise Tax on gasoline: data and statistical collection.
Topics: Reviewing of refund applications: automated data on claimant history, status of claims and cheque issuance; Gasoline Excise Tax System, (claimant identification online system); Gasoline Rejects Automated Control Environment.
Access: The applications are on microfilm while the originals are filed in National Archives of Canada by locator number; correspondence requesting status or resulting in tracing action is held on claimant's file, filed alphabetically by name.
Program Record Number: CRA RGO 050

Registered Vendors' Certificates – Fuel Tax Rebate
Description: Information on the processing and tracing of applications for registered vendors' certificates for the fuel tax rebate program: data and statistical collection.
Topics: Reviewing of rebate applications for registered vendors' certificates: automated data on status of application and certificate number when issued. (Registered Vendor's Certificate claimant identification online system).
Access: The applications are online while the originals are filed in the National Archives of Canada by locator number; correspondence requesting status or resulting in tracing action

is held in claimant files, which are sorted alphabetically by name.
Program Record Number: CRA RGO 065

Sales Tax Bulk Permits – Fuel Tax Rebate
Description: Information on the processing and tracing of applications for sales tax bulk permits for the fuel tax rebate program: data and statistical collection.
Topics: Reviewing of permit applications: automated data on status of application and permit number when issued. (Sales tax bulk permit claimant identification online system).
Access: The applications are on microfilm while the originals are filed in the National Archives of Canada by locator number; correspondence requesting status or resulting in tracing action is held in claimant files, which are sorted alphabetically by name.
Program Record Number: CRA RGO 060

Public Affairs Branch

Communications Directorate
Description: Strategic communications planning documents, including communications strategies; advisory documents for the Minister's and Commissioner's reference, responses to ministerial correspondence.
Topics: All current and future issues pertaining to the normal operations of the Agency.
Access: Filed by subject.
Program Record Number: CRA PAB 560

Canada Revenue Agency (CRA) Access to Information and Privacy Oversight Committee
Description: Records pertaining to Privacy Impact Assessment submissions and emerging access to information and privacy issues affecting the CRA. Submissions and issues are reviewed by a group of Director-General level representatives from each of the CRA Headquarters Branches and the chair is the Director, ATIP Directorate.
Note: formerly the Director General – PIA Review Committee.
Topics: Correspondence, agendas, submissions, and minutes of meetings
Program Record Number: CRA PAB 520

Info Source Working Group
Description: Records pertaining to meetings to discuss the annual Info Source update with representatives from each of the CRA Headquarters Branches and chaired by representatives of the ATIP Directorate.
Topics: Correspondence, agenda, minutes of meetings, and documents relevant to Info Source issues for the Agency.
Program Record Number: CRA PAB 530

Issues Management and Ministerial Services
Description: Agency briefing books for the minister's reference, including suggested Question Period responses; suggested responses to media inquiries; and questions and answers on current issues.
Topics: All current issues that the Minister should be aware of, and suggested appropriate responses or Agency stances.
Access: Filed by subject. Records are held jointly by PAB and program branches.
Program Record Number: CRA PAB 570

Publishing Services
Description: Information and administrative records pertaining to the delivery of publishing services (paper and electronic) and related approval documents; information on the development of various publishing projects; publishing policies; databank of all publications registered/processed by EPMD.
Topics: Management of publishing portfolio; annual publishing plan process; content management; project management; production; publishing costs; print specifications; requisitions; inventory management; print-to-mail; advanced approvals; internal processes.
Access: The information is accessible through a variety of files, a publishing database (EDDS and EPTS), and on the Internet/Intranet.
Program Record Number: CRA PAB 110

Taxpayer Services and Debt Management Branch

Accounts Receivable
Description: Information on the planning and development of work programs; policies and procedures dealing with delinquent client accounts; development of internal and public forms and transcripts and statistical information to be reported to the Public Accounts Committee; review of computer-based operational processing systems; information on the technical application of the interpretations regarding collection of income tax, GST/HST Excise/Customs, Canada Pension Plan contributions, and Employment insurance premiums.
Topics: Collections activities completed, internal instructions, fiscal year reports, and resource rationalization and allocation; collections cases

(individual, excise, customs, and corporate); statistics (computer data on computer-based systems, e.g., PAYDAC, T1 Accounting, GST, CORPAC); Auditor-General queries; case law; demands for payments; accounts receivable programs; collections (general matters pertaining to collection of accounts); federal acts affecting collection techniques; collection and control of petroleum and gas revenues and/or royalties subject to taxation; monitoring of accounts receivable activities; and uncollectible debt reviews.
Program Record Number: CRA TSB 190

Accounts Receivable – Informatics
Description: Information on the development of policies, procedures, and guidelines pertaining to automated data capture systems, the direct deposit system, and electronic data interchange; review and development of computer-based technology; information on security for computer-based technology.
Topics: Automation of payments owing to tax filers (e.g., income tax overpayments, Canada Child Tax Benefit payments, Goods and Services Tax/Harmonized Sales Tax Credit payments); Direct Deposit system; implementation of computer-based technology (e.g., electronic funds transfer, automation of payment allocation).
Program Record Number: CRA TSB 275

Business Number (BN) Registration
Description: Information pertaining to Business Numbers, including a client's name, operating or trade names, physical business address, mailing address and books and records address, telephone and fax numbers, key person (owner, director, partner, officer, etc.), social insurance number verification, contact person, authorized third-party representatives, account status, corporate registry information, and effective dates for registration or deregistration of participating programs.
Topics: A mainframe computer tax roll to provide a single business interface with the federal government for the following programs: Goods and Services Tax/Harmonized Sales Tax (GST/HST), Corporate Income Tax (CORTAX), Trust Account source deductions accounts (PAYDAC), Registered Charities (CARE), import/export account levies and duties (CCS), Children's Special Allowance, Public Works and Government Services Canada for certain provincial programs in British Columbia, Manitoba, Ontario, New Brunswick and Nova Scotia and for others as new partnerships are developed.
Access: Sole proprietors, corporations, partnerships, governments/municipalities, associations, trusts and every other "person" who engages in commercial activity in Canada, withholds source deductions, incurs corporate tax liability, or imports/exports taxable or dutiable goods into/out of Canada.
Program Record Number: CRA TSB 285

Coverage Policy and Legislation
Description: Information on agency policy and procedures in all areas pertaining to coverage under the Canada Pension Plan and Employment Insurance Act and under the Administrative Arrangement related to the Social Security Reciprocal Agreements; operational and administrative guidance to field offices.
Topics: Pensionability and insurability of payments and status of individuals and employers' records of earnings; statistics.
Program Record Number: CRA TSB 187

Diplomatic Exemptions
Description: Information on exemptions accorded to foreign diplomats and other representatives in Canada.
Topics: Diplomats and consular and other representatives, visiting forces, International Civil Aviation Organization.
Access: Filed by country.
Program Record Number: CRA TSB 101

Integrated Revenue Collections
Description: Information on the planning and development of systems and processes to support improvements in the identification and management of branch workloads and evaluation of programs.
Topics: Research and analysis of branch program information and results in order to detect and understand compliance trends by client group or industry sector; improved reporting, statistical analysis, ad-hoc query, and file selection capability; data analysis activities; ability to model impact of program changes; business and system requirements for Branch workload identification, management, and distribution processes.
Program Record Number: CRA TSB 550

Non-Filers/Non-Registrants
Description: Information on computerized programs for action against delinquent taxpayers, entities not registered for the GST, and potential registrants for the GST; objectives, work, duties, and responsibilities of the Non-Filer/Non-Registrant sections; interdepartmental referral selection and investigation of non-filers and non-registrants;

special projects; matching third-party information to income tax returns for the purpose of identifying non-filers and GST/HST registration requirements.
Topics: Delinquent action – individuals, corporations, estates and trusts; application of penalties for repeated failures and false statements or omissions (sub-sections 163(1) and 163(2) of the Income Tax Act), assessments raised under section 152(7) of the Income Tax Act; computerized delinquent action system (SUDS); prosecution for failure to file income tax returns; special delinquent action projects; identification of non-filers and non-registrants; methods of obtaining compliance; and non-filer reporting system and other third-party information sources.
Program Record Number: CRA TSB 181

Other Levies Programs (maintained in the Other Levies System [OLS])
Description: Information on the planning, control and monitoring of Excise Tax (excluding GST), Excise Duty and Air Travellers Security Charge (ATSC) filers assessment and reassessment programs; systems, procedures, and related policies designed to check the accuracy of OL returns, to determine adjustments required and to issue notices of assessment or reassessment; information on the endorsements that are captured in relation to licensing Excise Tax and Excise Duty clients and registering Excise Duty and ATSC clients with OLS; and information on the planning, control, and monitoring of programs related to the storage and retrieval of OL returns.
Topics: Other Levies assessment and reassessment – computerized and manual; OL compliance – verification system – computerized and manual; directives to field offices on the interpretation of policies and procedures; operational and administrative communications with field offices, Headquarters divisions, and other government departments; reports evaluating field offices; assessment and reassessment of OL returns.
Program Record Number: CRA TSB 365

Research Operations
Description: Information on technical, financial, and statistical compliance research projects.
Topics: Liaison with federal, provincial, and foreign governments; data accumulation, interpretation, and application to project requirements; recommendations for statutory revisions.
Program Record Number: CRA TSB 267

Taxpayer Services – Consultations
Description: Information on consultation results.
Topics: Results of focus group studies on guides, returns, schedules, related forms and tax pamphlets, and various enquiry initiatives; consultation with seniors and small business advisory committees.
Program Record Number: CRA TSB 173

Taxpayer Services – Enquiries Program
Description: Information on the enquiries service to the general public with respect to telephone, counter, outreach, and correspondence workloads.
Topics: Development of national policy and guidelines for the enquiries service with respect to telephone, counter, outreach, and correspondence workloads; resource allocation for these workloads for tax services offices, tax centres, tax clinics, and call sites; directives to field offices; research on new technologies and the development and maintenance of various informatics systems in support of the enquiries programs, including the automated telephone services (TIPS), Public Enquiries Information Bank (PEIB), and Electronic Letter Creation System (ELCS); statistics on performance of telephone services, and Client Services Accessibility and Accuracy Reports (CSAAR databank). Statistics on volumes of clients attending outreach seminars.
Program Record Number: CRA TSB 141

Taxpayer Services – Quality Service
Description: Information on Accuracy Survey and Client Service Rating Cards (CSRC).
Topics: The survey results can be used nationally, or by each office, to identify training needs and take steps to develop or revise related tools and programs that may be required to assist agents in the performance of their duties. The Client Service Rating Card (CSRC) Program was a mechanism used by the CRA to assess client satisfaction. As result of changes being made to the way we deliver in-person service in our field offices, the use of the CSRCs was discontinued on December 31, 2005.
Program Record Number: CRA TSB 177

Taxpayer Services – Returns and Guides
Description: Information on all publications relating to T1 (individual), T2 (corporate) and T3 (trust) returns, information requests, Non-Profit Organization and Special Elective income tax guides, returns, schedules, related forms, GST/HST guides and forms, source deduction public forms and guides, tax pamphlets, information circulars, and related Web content for use by the general public.

Topics: Administrative application of interpretations of the Income Tax Act and Part IX of the Excise Tax Act concerning reporting requirements and regulations for individuals, corporations, employers, trusts, and non-profit entities; consultations with provinces and territories on the content of information materials concerning provincial taxes, rebates, royalties, and credits for both public and Agency use; estimates and budgets; evaluation reports; person-year utilization; suggestions for improvements to publications; and administrative and operations communications to and from field operations.
Program Record Number: CRA TSB 176

Trust Accounts and Accounts Receivable Planning
Description: Information on Trust Accounts and Accounts Receivable organization; strategic and long-term planning related to trust accounts and accounts receivable programs; and budgeting for trust accounts and accounts receivable programs.
Topics: Planning and development of policies, procedures, and guidelines for trust accounts and the collection of tax requiring long term implementation; budget process for trust accounts and collection of tax; allocation of resources; statistical gathering; reporting on trust accounts and accounts receivable programs.
Program Record Number: CRA TSB 680

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Administration and Management Services

Budgets

Buildings and Properties

Employment and Staffing

Hospitality

Human Resources

Personnel

Physical Security

Proactive Disclosure

Relocation

Staff Relations

Training and Development

Travel

Vehicles

Particular Personal Information Banks

Appeals Branch

Appeals Regarding the Canada Pension Plan and the Employment Insurance Act
Description: This bank contains documents related to appeals of rulings or assessments relating to pensionable or insurable employment under the Canada Pension Plan and/or the Employment Insurance Act. Included in each case file are documents such as appeals, reports, working papers, evidence, correspondence, employee lists, questionnaires, pensionable and insurable earnings and hours, decisions and judgments, and any other records related to the file.
Class of Individuals: Persons disagreeing with the Agency's rulings or assessments.
Purpose: The information compiled, on a case-by-case basis, is used to determine coverage under the Canada Pension Plan and Employment Insurance Act.
Consistent Uses: The data assembled also assist Human Resources and Skills Development Canada in the administration and payment of benefits under the Canada Pension Plan and the Employment Insurance Act.
Retention and Disposal Standards: After a file has been completed and the Ministerial Notification letters mailed, the complete file is to be retained by the tax services office for a period of two years plus one quarter, pending notification of an appeal to the Tax Court of Canada. It is subsequently to be destroyed.
RDA Number: 93/020
Related PR#: CRA APP 315
TBS Registration: 002770
Bank Number: CRA PPU 130

Fairness Registry
Description: The Fairness Registry is an Agency-wide system that provides a point-of-entry data capture facility to record the details of all Fairness Requests for relief of interest and penalties under the Fairness legislation and which retains this data in an online environment for retrieval and reference.
Class of Individuals: Individuals, corporations, employers, importers and exporters, estates and trusts, GST/HST filers, and non-residents.

Purpose: The system was developed to provide a national method of gathering the relevant information in order to ensure appropriate application of the related legislation through the monitoring facilities and to support the production of both financial and non-financial reports.
Consistent Uses: The principle use of the registry is to record requests under the Fairness provisions for relief of interest and penalties.
The Fairness Registry data and input from the various accounting systems are used by the Statistical Tracking Analysis and Reporting System (STARS) to produce financial reports accounting for relief actually granted under Fairness provisions, as is required by section 24.2 of the Financial Administration Act (FAA).
A wide variety of other reports for monitoring purposes are also available through both STARS and directly through the Fairness Registry via the Platinum Report Facility (PRF).
Retention and Disposal Standards: The information on the active database will be retained for a five-year period and then deleted.
RDA Number: 92/006
Related PR#: CRA ABB 192
TBS Registration: 003943
Bank Number: CRA PPU 155

Assessment and Benefit Services Branch

Applicants for Refund of Federal Excise Tax on Gasoline
Description: Data include information respecting each claimant such as their account number, employee status, and group. Individuals identified in this bank have filed a gasoline refund claim. The account number is used as the reference number.
Class of Individuals: Members of the public who have filed a claim for a gasoline tax refund.
Purpose: This bank exists for the purpose of refunding members of the general public making application under the Excise Tax Act, for a portion of the excise tax paid on gasoline used for qualifying purposes. The bank is used for the purpose of examining individual claims for gasoline excise tax refunds, and may be used to inspect claimant's receipts and supporting documents related to such claims.
Consistent Uses: The principal use of this bank is to support the audit programs and required collection actions, and to respond to the claimant's enquiries regarding their tax refund.
Retention and Disposal Standards: Each claim is retained for a period of seven years and then destroyed.
RDA Number: Under review
Related PR#: CRA RGO 050
TBS Registration: 000014
Bank Number: CRA PPU 052

Canada Child Tax Benefit (CCTB) DataBank
Description: This bank contains information used to determine an individual's eligibility and entitlement for the CCTB and records any subsequent activity on that individual's CCTB account. This bank also contains information used to determine an individual's eligibility for the Child Disability Benefit (CDB), which is a supplement of the CCTB program. Eligibility for the CDB is determined by information accessed from the Disability Tax Credit program (program record CRA ABB 790). Information is also used to administer other provincial and territorial programs on behalf of those provinces and territories along with the Children's Special Allowance (CSA) program.
Class of Individuals: Individual tax filers.
Purpose: The purpose of this bank is to provide an accurate and current record of all activities on an individual's CCTB account. This databank enables authorized employees to reply to clients' enquiries accurately and quickly and supports programs that validate information to support eligibility and to facilitate correct calculation of benefits.
Consistent Uses: In addition, information related to the National Child Benefit Supplement, a component of the CCTB, is provided to an individual's resident province or territory to allow the province or territory to adjust the individual's social assistance payments or payments made under a provincial or territorial law. As well, the Agency transfers information to other provincial and territorial departments where legislation authorizes them to obtain CCTB information.
Retention and Disposal Standards: Information will be retained for a period of two years following the last administrative action and then destroyed.
RDA Number: 98/011
Related PR#: CRA ABB 126, CRA ABB 765, CRA ABB 780, CRA ABB 760, CRA ABB 790
TBS Registration: 003210
Bank Number: CRA PPU 063

Claims for Refund of Taxes Paid Under the Excise Tax Act
Description: Data includes a claimant's name, address, telephone number, and reason why a refund is being requested.
Class of Individuals: Members of the general public.
Purpose: The purpose of this bank is to maintain a record of the names and addresses of the

claimants making application for refund of excise taxes paid under the provisions of the Excise Tax Act. The bank is used to identify and support each amount of tax refunded.
Consistent Uses: The principal use of this bank is to support the audit programs, enforcement procedures and required collection actions, and to respond to tax filers' enquiries regarding their refund.
Retention and Disposal Standards: Records are maintained for a period of five years then destroyed.
RDA Number: Under review
TBS Registration: 000013
Bank Number: CRA PPU 046

Claims for Refund or Rebate of Taxes Paid Under the Excise Tax Act (GST/HST) (Excluding Visitor Rebates)
Description: Data include claimant's name, address, telephone number, GST/HST registration/ business number and reason a refund or rebate is being requested.
Class of Individuals: Members of the general public. This bank includes both corporate and personal information.
Purpose: The purpose of this bank is to maintain a record of the names and addresses of the claimants making application for rebate of Goods and Services Tax/Harmonized Sales Tax and/or refund of excise taxes paid under the provisions of the Excise Tax Act. The bank is used to identify and support each amount of tax rebated or refunded.
Consistent Uses: Information in this bank, subject to a formal federal-provincial harmonization agreement, may also be shared with provincial authorities involved in the administration of the Goods and Services Tax/ Harmonized Sales Tax Programs.
Retention and Disposal Standards: Records are maintained for a period of five years then destroyed.
RDA Number: 97/003
Related PR#: CRA ABB 133
TBS Registration: 002753
Bank Number: CRA PPU 091

Federal Sales Tax Inventory Rebate Program
Description: Data includes a claimant's name, address, telephone number, GST registration number, as well as information provided for GST registration such as annual sales volume and nature of business.
Class of Individuals: Members of the public who will be filing a claim for a rebate of the federal sales tax content of inventories as of January 1, 1991.
Purpose: The bank exists for the purpose of payment to Goods and Services Tax registrants who made applications under the Excise Tax Act for rebate of the federal sales tax content of qualifying inventories of goods on hand as of January 1, 1991.
Consistent Uses: Information in this bank, subject to a formal federal-provincial harmonization agreement, may also be shared with provincial authorities involved in the administration of the Goods and Services Tax program.
Retention and Disposal Standards: Applications will be retained for a period of six years and then destroyed.
RDA Number: 98/008
Related PR#: CRA ABB 133
TBS Registration: 002754
Bank Number: CRA PPU 086

Goods and Services Tax/Harmonized Sales Tax Credit (GST/HST credit) DataBank
Description: This databank contains the information used to determine an individual's eligibility (including eligibility for the Newfoundland Harmonized Sales Tax Credit, the Saskatchewan Sales Tax Credit and the Newfoundland and Labrador Senior Benefit), along with all applicable financial transactions and the reasons why a payment may have been withheld (e.g., debt owing to the Agency). In addition, it records any subsequent activity on an individual's GST/ HST credit account (e.g., changed eligibility or entitlement, and additional cheque issued).
Class of Individuals: Individual tax filers.
Purpose: The purpose of this bank is to provide an accurate record of all the activities on an individual's GST/HST credit account for each tax year.
Consistent Uses: This data bank enables Agency field staff, who are the principle users of the system, to reply to individual tax filers' enquiries accurately and quickly thereby increasing the level of service to tax filers. It also supports programs that validate information in order to support eligibility and to facilitate correct calculation of credits.
Retention and Disposal Standards: Information will be retained for a period of two years following the last administrative action and then destroyed.
RDA Number: 98/008
Related PR#: CRA ABB 222
TBS Registration: 003016
Bank Number: CRA PPU 140

Individual Income Tax Return
Description: This bank contains all information supplied by tax filers on the annual income tax return, as well as correspondence, third-party information, and Agency working papers relating thereto. Access will not be permitted without authority and/or adequate proof of identification, including a Social Insurance Number and signature.
Class of Individuals: Tax filers.
Purpose: The purpose of this bank is to provide financial information required in the administration and enforcement of the income tax legislation and regulations of Canada, nine provinces, and the territories, and the parts of the Canada Pension Plan, and the Employment Insurance Act and Regulations, for which this Agency is responsible.
Consistent Uses: The principal use of this bank is to support the audit programs, enforcement procedures, and collection actions required, and to respond to tax filers' enquiries regarding their income tax affairs. Selected information from this bank is shared under approved sharing agreements with various provincial and federal authorities. Information received from employers and other sources is used to verify, for subsequent adjustment where necessary, income and deduction data reported by a taxfiler.
Retention and Disposal Standards: Tax returns of the majority of tax filers are retained in accordance with the provisions of the Access to Information and Privacy Acts. The remainder, which are required mainly for statistical purposes, are retained for an additional two years.
RDA Number: 92/005
Related PR#: CRA ABB 040
TBS Registration: 002014
Bank Number: CRA PPU 005

Information Returns (Infodec) Databank
Description: This databank contains information on individuals and businesses that are recipients of funds or benefits. Payers through information return report this information to the Agency. The types of information include: salaries, wages, taxable benefits, self-employed commissions, annuities, retirement allowances, dispositions of publicly traded debt obligations (stocks and options), various types of investment income such as interest, dividends, royalties, and capital gains, as well as benefits paid by worker's compensation boards and social assistance agencies. This is the database that contains amounts withheld at source, such as CPP, QPP, EI, and tax. There is also information on fees, commissions, and other amounts paid to non-residents of Canada. The databank contains basic identification information such as payers' names and addresses.
Class of Individuals: Individual tax filers and businesses.
Purpose: The purpose of this bank is to provide the Agency with information to ensure that individuals and businesses are accurately reporting the income that is reflected on these slips (including T4 (various), T5, T5007, T5008, T5018, T3, T1204, NR4).
Consistent Uses: It is utilized for verifying individuals' and businesses' returns to ensure they have reported the amounts received. The programs utilizing this information are: Audit, Accounts Receivable, T1 Individual Income Tax Returns, and T2 Corporation Initial Assessment and Reassessment Programs. Comparisons are made with Human Resources Development data to determine if the correct Employment Insurance and Canada/Quebec Pension Plan rates are recorded for calculating future benefits under these programs.
Retention and Disposal Standards: The information is maintained active for the current plus two immediate years and inactive in the National Archives Federal Record Centres for a further one to four years, depending on the type of information return. All information on T4s and T4As is kept on microfiche or CD-ROM. All other types of information are destroyed once the retention period expires.
RDA Number: 92/006
Related PR#: CRA TSB 190, CRA ABB 125, CRA ABB 126 & CRA ABB 765
TBS Registration: 003942
Bank Number: CRA PPU 150

NR4 Summary and Supplementary – Non-Resident Information Returns
Description: This information bank contains records of NR4 information returns. Access will not be permitted without the necessary authorization and/or adequate proof of identification, including a Social Insurance Number or Foreign Social Security Number and signature.
Class of Individuals: Canadian payers and agents who make payments to non-residents of Canada of income such as interest, dividends, rents, royalties, and pensions.
Purpose: The purpose of this bank is to maintain information returns filed by Canadian payers and agents who are responsible for reporting income paid to non residents of Canada, and the amount of tax withheld thereon under Part XIII of the Income Tax Act.
Consistent Uses: These records are used for verification of, and compliance with, the

administrative requirements of Part XIII of the Income Tax Act, the reconciliation of withholding tax account remittances, and the exchange of information program with certain tax treaty countries.
Retention and Disposal Standards: Paper records are maintained for a period of four years (current year and three preceding years). The first year is maintained and stored by the International Tax Services within their Tax Roll and Specialty Services Section. The three preceding years are kept by National Archives and destroyed by a private contractor at the end of the retention period. Starting in 2009, electronic information will be kept for a period of 10 years. Until such time, an additional retention year will be added to current retention periods, starting in 2004. As an example, 2004 records will be kept for five years and so forth. Electronic records will be removed from the database after the 10-year period. Note that the information on paper records is currently entered electronically and that this information will have the same 10-year retention period as of 2009.
RDA Number: 92/006
Related PR#: CRA CPB 189
TBS Registration: 002019
Bank Number: CRA PPU 065

Petroleum and Gas Production Revenue Tax Accounts
Description: This databank, which is maintained in the Ottawa Tax Centre, contains records of all payments of Part 1 Tax and all interest and penalties assessed in accordance with the requirements of the Petroleum and Gas Revenue Tax Act. This information is recorded on ledger cards.
Class of Individuals: Individual tax filers.
Purpose: The purpose of this bank is to establish and maintain an up-to-date accounting record of transactions relating to the administration of the Petroleum and Gas Revenue Tax.
Consistent Uses: Information is passed to tax services office collection officers electronically via a link from the Automated Subledger System (ASL) to the Automated Collections and Source Deductions Enforcement System (ACSES), to reference when enforcing payment of taxes by delinquent tax filers. Access to information pertaining to these accounts will be permitted when adequate proof of identification is provided, e.g., an account number, signature, and/or authorization from the tax filer.
Retention and Disposal Standards: Ledger cards are maintained for five years subsequent to an account becoming nil.
RDA Number: Under review.
Related PR#: CRA ABB 192
TBS Registration: 002203
Bank Number: CRA PPU 068

Petroleum and Gas Revenue Tax Return
Description: This bank contains all information supplied by tax filers on their annual Petroleum and Gas Revenue Tax Return, as well as correspondence, third-party information and agency working papers relating thereto. The tax filer may be an individual, a trust, a corporation, or some other business entity.
Class of Individuals: Individuals or corporations filing Petroleum and Gas Revenue Tax Returns.
Purpose: The purpose of this bank is to provide financial information required in the administration and enforcement of the Petroleum and Gas Revenue Tax Act. These returns are retained for the current tax year and the four taxation years immediately prior.
Consistent Uses: The principal use of this bank is to support the audit programs, enforcement procedures, and required collection actions, and to respond to relevant tax filers' enquiries regarding their petroleum and gas revenue tax affairs. Access will not be permitted without adequate proof of identification, including account number, signature and/or authority.
Retention and Disposal Standards: Records in this bank are retained for five years.
RDA Number: Under review.
Related PR#: CRA ABB 139
TBS Registration: 003535
Bank Number: CRA PPU 011

Pre-Authorized Debit (PAD) System Database
Description: Client information concerning their Pre-Authorized Payment Plan is stored by individual Social Insurance Number. The database stores all Pre-Authorized Debit information, payment plan option, frequency, and amount for up to three years.
Class of Individuals: All taxpayers.
Purpose: To offer T1 individuals who pay by instalments or who are in arrears a new simpler payment option. Pre-Authorized Debit is one of the CRA's new Electronic Commerce initiatives.
Consistent Uses: The database is used to view clients' banking information, which is stored in the T1 Individual Ident Database, for identification and authentication purposes only.
Retention and Disposal Standards: Each expired or cancelled agreement is stored on the PAD

Database for 3 years. Afterwards, the agreement is sent to archives where it is stored on tape for an additional seven years and then destroyed.
RDA Number: 92/006
Related PR#: CRA ABB 280
TBS Registration: 005098
Bank Number: CRA PPU 185

Problem Resolution Program
Description: This bank contains the names, telephone numbers, and identification numbers (e.g., Social Insurance Numbers and Business Numbers) of tax filers and businesses whose problems have been referred to the Problem Resolution Program in one of the Agency's tax services offices and tax centres. It also includes descriptions of the problems and the action(s) taken to solve them. Access will be provided upon proof of identification showing an individual's or business' name, address, and identification number, and/or, in the case of a representative, proof of authorization.
Class of Individuals: Canadian tax filers.
Purpose: The purpose of this information bank is to store information and analyse problem trends.
Consistent Uses: Only used as reference in situations where subsequent requests are made.
Retention and Disposal Standards: Records are retained for two years.
RDA Number: 92/006, 92/005
Related PR#: CRA ABB 141
TBS Registration: 002024
Bank Number: CRA PPU 115

Public Key Infrastructure (PKI) Internal Identification
Description: As per the CRA Certificate Authority Internal Certificate Policy (CRA CA CP – Internal), the identity of individuals employed by the CRA must be verified prior to issuance of PKI certificates enabling secure online transactions. The information may be collected in paper or electronic format and may include protected information such as employee name, PRI, or date of birth. Information collected for identification and authentication purposes includes the employee's name and SMTP mail address, which are published to the X.500 directory.
Class of Individuals: Employees, contractors.
Purpose: PKI certificates will be used to enable telecommuting capabilities and secure email for all CRA employees.
Consistent Uses: The information gathered prior to the issuance of PKI certificates is for identification and authentication purposes only.
Retention and Disposal Standards: All records containing sensitive plain-text information are stored in accordance with the Government Security Policy (GSP). CRA correspondence (Subscribers' Agreements and any identification and authentication information) and reports are archived for a minimum of six years. All records are considered "Protected B" and destroyed as per guidelines.
RDA Number: 98/001
Related PR#: CRA ABB 345
TBS Registration: 006400
Bank Number: CRA PPU 216

Registrants for the Goods and Services Tax/Harmonized Sales Tax (GST/HST)
Description: This bank contains information on persons registered as well as potential registrants for the GST/HST. The information includes names of sole proprietors, names of partners in a partnership, names of authorized corporate officers, contact persons' names and titles, Social Insurance Number where applicable for individuals, telephone and fax numbers, and official language preference for corresponding with the Agency.
Class of Individuals: Owners of sole proprietorships, partners in a partnership, authorized corporate officers, contact persons.
Purpose: This bank is required to store personal information on registrants and potential registrants for GST/HST.
Consistent Uses: Information in this bank, subject to a formal federal-provincial harmonization agreement, may also be shared with provincial authorities.
Retention and Disposal Standards: Active registrant information will be kept on an ongoing basis. Records on individuals who have ceased to be registered are maintained for a period of five years and then destroyed.
RDA Number: 97/033
Related PR#: CRA ABB 133, CRA ABB 134
TBS Registration: 002664
Bank Number: CRA PPU 066

Retirement Compensation Arrangements Refundable Tax Accounts
Description: This databank, which is maintained in the Winnipeg Tax Centre, contains records of all payments and assessments of Part XI.3 Tax, including all interest and penalties assessed in accordance with the requirements of the Income Tax Act. This information is recorded on an automated sub ledger system.
Class of Individuals: Individual tax filers.
Purpose: The purpose of this bank is to establish and maintain an up-to-date accounting record of transactions related to the administration of the

Income Tax Act, specifically Part XI.3.
Consistent Uses: Information is passed to tax services office collection officers electronically via a link from the Automated Sub ledger System (ASL) to the Automated Collections and Source Deductions Enforcement System (ACSES), to reference when enforcing payment of taxes by delinquent tax filers. Access to information pertaining to these accounts will be permitted when adequate proof of identification is provided, e.g., account number, signature, and/or authorization from the tax filer.
Retention and Disposal Standards: Sub ledger information is maintained for seven years subsequent to an account becoming nil.
RDA Number: 92/006
Related PR#: CRA ABB 192
TBS Registration: 002204
Bank Number: CRA PPU 061

Revenue Accounting – Goods and Services Tax/Harmonized Sales Tax
Description: Information system pertaining to a registrant's name, address, telephone number, Business Number, value of taxable sales, tax collectible and remitted, input tax credits claimed, rebate claims, notices of assessment, tax filer accounts, penalties and interest, and debits and credits by registrant's name from GST/HST returns and remittances.
Class of Individuals: Owners of sole proprietorships, partners in a partnership, authorized corporate officers, contact persons. This bank includes both personal and corporate information.
Purpose: To report net tax collectible by registrants under the provisions of the Excise Tax Act (GST/HST), to capture data pertaining to rebates under the legislation and, over time, to be able to analyse GST/HST financial data.
Consistent Uses: Information in this bank, subject to a formal federal-provincial harmonization agreement, may also be shared with provincial authorities involved in the administration of the Goods and Services Tax/Harmonized Sales Tax programs.
Retention and Disposal Standards: Records are kept for seven years and then destroyed.
RDA Number: 96/052
Related PR#: CRA ABB 134
TBS Registration: 002755
Bank Number: CRA PPU 080

Special Returns by Plan Trusts (T3ATH-IND, T3D, T3P, T3M, T3RI, T3RIF-IND, T3S)
Description: This bank contains the T3ATH-IND, Amateur Athlete Trust Income Tax Return; T3D, Deferred Profit Sharing Plan or Revoked Plan Information Return and Income Tax Return; T3M, Environmental Trust Income Tax Return; T3P, Employees' Pension Plan Income Tax Return; T3R-IND, Registered Retirement Savings Plan Income Tax Return; T3RI, Registered Investment Income Tax Return; T3RIF-IND, Registered Retirement Income Tax Return; and T3S, Supplementary Employment Benefit Plan Income Tax Return; and related schedules and correspondence.
Class of Individuals: Trusts.
Purpose: The purpose is to facilitate the assessment and collection of taxes owed by trusts, and to support audit programs and enforcement procedures with regard to the investments made by the trusts. Access will be permitted with adequate proof of identification, including Account Number, signature and/or authority.
Consistent Uses: The principal use of this bank is to support the audit programs, enforcement procedures, and required collection actions, and to respond to tax filers' enquiries regarding their income tax affairs. Selected information from this bank is shared under approved sharing agreements with various provincial and federal authorities. Information received from employers and other sources is used to verify, for subsequent adjustment where necessary, income and deduction data reported by tax filers.
Retention and Disposal Standards: The returns are retained for the current taxation year and the four taxation years immediately prior and then destroyed.
RDA Number: 92/006
Related PR#: CRA ABB 139
TBS Registration: 003534
Bank Number: CRA PPU 020

T3 Trust Information and Income Tax Return
Description: This bank contains all information supplied by every person acting in a fiduciary capacity, such as executors, trustees, or administrators for a trust, as well as correspondence and agency working papers relating thereto.
Class of Individuals: Trusts.
Purpose: The purpose of this bank is to provide financial information and enforcement of the Income Tax Act and Regulations, as they relate to trusts. The principal use of this bank is to support the audit programs, enforcement procedures,

and/or required collection actions, and to respond to enquiries originating from executors, trustees or administrators of an estate or trust. Access will be permitted with adequate proof of identification, including Social Insurance Number, signature, and/or authority.
Consistent Uses: The principal use of this bank is to support the audit programs, enforcement procedures, and/or collection actions required, and to respond to enquiries originating from executors, trustees or administrators of an estate or trust. Access will be permitted with adequate proof of identification, including Social Insurance Number, signature, and/or authority.
Retention and Disposal Standards: The returns are retained for the current taxation year and the four taxation years immediately prior and then destroyed.
RDA Number: 92/006
Related PR#: CRA ABB 139
TBS Registration: 003536
Bank Number: CRA PPU 015

T4A-NR Summary and Slip – Information Returns
Description: This bank contains information returns, i.e., T4A-NRs and documents to support an assessment notice to the Canadian payer or non-resident recipient. Access will not be permitted without the necessary authorization and/or adequate proof of identification, including a Social Insurance Number (or Foreign Social Security Number) and signature.
Class of Individuals: Canadian payers (or non-resident payers) making payments to non-residents in receipt of income for services provided in Canada, other than employment services.
Purpose: The purpose of this bank is to maintain information returns filed by Canadian or non-resident payers who report income paid to non-residents of Canada, which is subject to the withholding tax under section 105 of the Income Tax Regulations.
Consistent Uses: This databank of information from the supplements is also used for the purpose of verification and compliance with the administrative requirements of Part I of the Income Tax Act.
Retention and Disposal Standards: Records are maintained for a period of three years (current year and two preceding years) to allow for trend analysis and are then destroyed. The databank of supplemental information is retained for up to 10 years to allow for trend analysis.
RDA Number: 92/006
Related PR#: CRA CPB 189
TBS Registration: 003998
Bank Number: CRA PPU 097

Taxation Individual Accounting and Master File
Description: Records maintained in this bank are categorized by status (e.g., credit available) and include all financial transactions between individual tax filers and the Agency. Access will not be permitted without adequate proof of identification including Social Insurance Number, and/or authority. The ongoing master file is updated continuously. At year-end, the Records on the Master file are converted for processing in the New Year Format. Currently, no data is purged or deleted from the file. Financial activities, including assessments, have been maintained online for all clients since the start of the 1987 program year. Some data for processing years prior to 1987 is maintained online for those accounts active at that time.
Class of Individuals: Individual tax filers.
Purpose: The purpose of this bank is to account for T1 accounts receivable and instalment credits of individual tax filers and the penalty, interest, and law costs related thereto.
Consistent Uses: The principal use of this bank is to record amounts owed by individuals and any instalment payments being held for future use. Where applicable, information pertaining to a tax filer's indebtedness is supplied to the tax filer's debtors and the courts to facilitate attachment.
Retention and Disposal Standards: Data related to an Individual Accounting Master File is neither deleted nor purged but rather converted annually to the New Year format.
RDA Number: 92/006, 92/005
Related PR#: CRA TSB 190
TBS Registration: 002018
Bank Number: CRA PPU 055

Taxation Rapid Information
Description: This bank contains selected data from the Taxpayer Master File and the centralized accounting and collections master file, e.g., identification, filing, assessment, refund data and amount, and tax accounting transactions and collection data. Coverage is restricted to individual tax filers.
Class of Individuals: Individual tax filers.
Purpose: The purpose of this bank is to provide online access from tax offices to individual tax filers' computer records of their tax assessment, accounting and/or collection data. The principal use of this bank is to provide immediate responses to enquiries received at any tax services office

from individual tax filers and their authorized representatives. Access will not be permitted without adequate proof of identification, including Social Insurance Number and/or authority. New Rapid files are created every calendar year and updated as activity occurs in the "parent" files.
Consistent Uses: The principal use of this bank is to support the audit programs, enforcement procedures, and required collection actions, and to respond to tax filers' enquiries regarding their income tax affairs. Selected information from this bank is shared under approved sharing agreements with various provincial and federal authorities. Information received from employers and other sources is used to verify, for subsequent adjustment where necessary, income and deduction data reported by a tax filer.
Retention and Disposal Standards: Where a new file is created, the old file is destroyed.
RDA Number: 92/006
Related PR#: CRA ABB 191
TBS Registration: 003540
Bank Number: CRA PPU 045

Taxation Taxpayer Master File
Description: This bank serves as a depository for information on individuals, i.e., name, address, account number, and tax data. The tax data is available as current information, which commences with the 1987 year, and historic information, which commences with the 1978 year. Access will not be permitted without the necessary authority and/or adequate proof of identification, including a Social Insurance Number and signature.
Class of Individuals: Individual tax filers.
Purpose: This bank provides statistical data for several analysis and support systems; provides and maintains a uniform account number system for tax filer identification by using the Temporary Taxation Number or Social Insurance Number, which is used in Canada by the Central Index; and enables the Canada Revenue Agency to administer, under the approved authority, the Employment Insurance Act and Canada Pension Plan Act. Social Insurance Numbers may be used to match information slips filed by employers and payers such as banks, trustees, executors and administrators with returns in this bank, for the purpose of income verification and identification of people who have not filed an income tax return. The information in this bank concerns persons who have filed a tax return for a given year. The principal use of this bank is to access T1 individual tax return information. Identification and income data is provided to federal, provincial and territorial programs. Use of selected information from this bank is made by Statistics Canada in light of entitlements prescribed in the Statistics Act.
Consistent Uses: The principal use of this bank is to support various programs, and to respond to enquiries originating directly from clients and/or from authorized representatives regarding their clients' income tax affairs.
Retention and Disposal Standards: The retention period for this information varies according to the record retention and disposal schedules of the subject files in which they are maintained. For the specific amount of time that these records are retained by the Canada Revenue Agency, contact the CRA ATIP Co-ordinator.
RDA Number: 92/006, 92/005
Related PR#: CRA ABB 171, CRA ABB 276
TBS Registration: 003537
Bank Number: CRA PPU 040

Tax filer Representative Identification System (TRIS) Databank
Description: This system has two separate databanks that serve as depositories for information pertaining to tax filer representatives. The first databank contains information on legal and authorized representatives (individuals, third parties, and corporations) to whom the CRA has been authorized, by the respective client(s) or by the courts, to release confidential tax filer information upon request. For an authorized representative to be entered into the databank, clients must provide either a properly completed and signed consent form or a letter of authorization. For a legal representative to be entered into the databank, the client or representative must provide legal documentation identifying that person as the legal representative (holder of a power of attorney, executor of a will, administrator of an estate, etc.). The second databank contains specific information related to trustees in bankruptcy and tax discounters. These individuals and corporations are not authorized to have access to confidential tax filer information unless it has been granted by their respective clients and has been entered into the first databank.
Class of Individuals: Individuals and corporations.
Purpose: The purpose of the databanks is to maintain an up-to-date electronic record of authorized tax filer representatives, trustees in bankruptcy, and discounters for use by authorized agency staff.
Consistent Uses: This first data bank enables authorized employees to verify and respond to

third party enquiries by verifying that they are authorized representatives. The second data bank is used by various CRA systems and personnel for various processing purposes.
Retention and Disposal Standards: The information on this database will be retained indefinitely or until such time as a client authorizes that it be modified or deleted.
RDA Number: 92/006
Related PR#: CRA ABB 780, CRA ABB 222, CRA ABB 126, CRA ABB 765, CRA ABB 139
TBS Registration: 004467
Bank Number: CRA PPU 175

Visitors Application for Rebate of Goods and Services Tax (GST)/Harmonized Sales Tax (HST) on Short-Term Accommodation and Goods Purchased in Canada
Description: This bank contains information on individuals or corporations who filed an application for a rebate of the Goods and Services Tax/Harmonized Sales Tax on short-term accommodation and goods purchased while in Canada. These parties include worldwide visitors to Canada as well as foreign and/or domestic tour operators, convention organizers or travel agents. The information may include family or business names and addresses, tourist travel expenditures, visit dates, and the amount of GST/HST rebated on short term accommodation and goods purchased while in Canada.
Class of Individuals: Visitors to Canada, tour operators, convention organizers, travel agents, or authorized representatives. This bank includes both corporate and personal information.
Purpose: This bank is used to store personal information that will be used in the administration of the Visitors Rebate Program and to identify spending, filing patterns, trends, and other statistical information.
Consistent Uses: Information in this bank, subject to a formal federal-provincial harmonization agreement, may also be shared with provincial authorities involved in the administration of the Goods and Services Tax/Harmonized Sales Tax Programs.
Retention and Disposal Standards: Records are maintained for a period of two years and then destroyed.
RDA Number: 97/033
Related PR#: CRA ABB 129
TBS Registration: 003118
Bank Number: CRA PPU 106

Compliance Programs Branch

Competent Authority Cases
Description: Competent Authority Cases are records of taxpayer requests for assistance with respect to international taxation issues under the Advance Pricing Arrangement and Mutual Agreement Procedures Programs. These records contain information provided by a foreign country, the Canada Revenue Agency, taxpayers and/or their representatives. Access will be provided upon proof of identification including name, address, and Social Insurance Number and/or, in the case of a representative, proof of authorization.
Class of Individuals: Taxpayers subjected to actual or potential double taxation or taxation not in accordance with the convention.
Purpose: The information is compiled to discuss and resolve competent authority cases as well as to negotiate Advance Pricing Arrangements.
Consistent Uses: Information may be used to deal with cases having the same general fact pattern to ensure consistency and fairness. Information may be disclosed to foreign governments, provincial governments, or other federal government departments/agencies to the extent that it is relevant in dealing with a particular taxpayer's international tax issues.
Retention and Disposal Standards: Records in this bank are retained indefinitely.
RDA Number: 92/007
Related PR#: CRA CPB 261
TBS Registration: 002021
Bank Number: CRA PPU 085

Detection and Investigations
Description: The information held in this bank consists of narrative investigation reports describing the information that has led to enforcement action and to subsequent steps taken. Coverage is restricted to persons and/or companies suspected of having committed infractions. This bank is automated and managed by the AIMS computer software program.
Class of Individuals: Persons who have been involved in non-compliance, tax avoidance, tax evasion, and fraud with respect to the Excise Tax Act, Excise Act, Income Tax Act, and other related legislation.
Purpose: The purpose of this bank is to maintain records pertinent to the enforcement and the administration of the Excise Tax Act, Excise Act, Income Tax Act, and other related laws.
Consistent Uses: The information is used primarily to investigate potential alleged or known

violations of the Excise Tax Act, Excise Act, Income Tax Act, and other related legislation. Information in this bank, subject to a formal federal-provincial harmonization agreement, may also be shared with provincial authorities involved in the enforcement and administration of the Goods and Services Tax. It may also be used for data-matching purposes.
Retention and Disposal Standards: Investigation reports relating to the Excise Tax Act, Excise Act, and Income Tax Act are retained for five years after the date a case is closed or all appeal periods have expired, whichever is later. All other information collected for the purpose of the Excise Tax Act, Excise Act, and Income Tax Act is retained for up to eight years and then destroyed.
RDA Number: 93/004 (under review)
Related PR#: CRA CPB 820
TBS Registration: 002752
Bank Number: CRA PPU 095

Electronic Waiver on Withholding (EWOW) System
Description: A mainframe "expert" system database, which is used daily by field officers to process requests for waivers of withholding tax. These requests are received from either non-resident persons under sections 102, 105, or 805 of the Income Tax Regulations, or Canadian residents seeking a tax waiver under the Overseas Employment Tax Credit (OETC) program. Under the "Undue Hardship" provision found at subsection 153(1.1) of the Income Tax Act, the Minister may reduce the withholding required if the waiver applicant can demonstrate that the withholding required is in excess of the tax liability to Canada. Names and addresses of applicants and their respective payers or employers, amounts paid for self-employed or employment service days spent in Canada and outside Canada during the term of a contract, and expenses claimed and treaty exemptions claimed (non-residents) are some of the pieces of information kept in the database.
Class of Individuals: Non-resident persons providing employment services in Canada, non-resident persons carrying on business in Canada through a permanent establishment, and Canadian residents working overseas for Canadian employers.
Purpose: The information is compiled and reviewed in accordance with each new waiver application under the "Undue Hardship" provision. Current service information may be linked with historical data to help officers determine whether a waiver should be accorded the applicant. Prior to the issuance of a waiver, officers ensure that applicants have complied with their Canadian income tax requirements and responsibilities.
Consistent Uses: Information is used daily as part of processing procedures as well as for trend analysis, program enhancement and potential enforcement projects, including matching with T1 and T2 processing systems.
Retention and Disposal Standards: The database was created in 1996 and records have not been deleted since then. Since historic records are used to review current waiver requests, disposal dates have not been considered.
RDA Number: 92/007
Related PR#: CRA CPB 189
TBS Registration: 004465
Bank Number: CRA PPU 098

Foreign Reporting Requirements (FRR) Management System
Description: The FRR Management System is a database that contains information captured from the following returns filed by taxpayers: T1134A-Information Return Relating to Foreign Affiliates that are not Controlled Foreign Affiliates; T1134B-Information Return Relating to Controlled Foreign Affiliates; T1135-Foreign Income Verification Statement; T1141-Information Return in Respect of Transfers and Loans to a Non-Resident Trust; T1142-Information Return in Respect of Distributions From and Indebtedness to a Non-Resident Trust; T106-Information Return of Non-Arm's Length Transactions with Non-Residents. The FRR Management System is a PC-based database that is a repository for the information captured from the above forms, including foreign affiliate financial statements that are filed by taxpayers with forms T1134A and T1134B. The FRR Management System retains the following personal information: full name, home mailing address, account numbers (Social Insurance Number, CRA issued business number, trust number or partnership number), loan information, net income, revenue, foreign accrual property income, foreign investment amounts and types, foreign entity transaction information, foreign asset information, and foreign trust information.
Class of Individuals: Canadian taxpayers and individuals representing corporations, trusts and partnerships who have investments outside Canada or transactions with certain offshore entities and who have completed and filed the noted forms; non-resident individuals with whom Canadian taxpayers filing the returns have transactions or investments.
Purpose: The information is collected under a legislative requirement to file an information return under one of sections 233.1, 233.2, 233.3, 233.4 or 233.6 of the Income Tax Act. The foreign reporting requirements are part of the Government's overall strategy to address the issue of tax havens and ensure that Canadian residents report income

earned outside Canada. Information in relation to offshore trusts, foreign affiliates, foreign accrual property income and assets held outside Canada is obtained from these returns and entered into the FRR Management System. The information enables the CRA to review income reported from offshore investments held by Canadians, thereby improving the ability to preserve the integrity of the Canadian income tax base.
Consistent Uses: Financial and personal information obtained about residents of countries with which Canada has Income Tax Conventions may be shared with those taxing authorities by way of an exchange of information under the appropriate treaty provision. The information is also disclosed to authorized audit staff of CRA tax services offices for use in specific audits and as a workload development tool. The International Tax Strategy Division of the CRA obtains the data for analysis and input into the Computer Assisted Audit Selection/Audit Report Generator Online (CAAS/ARGO) system. The Statistics Division of the CRA also receives the data and provides it to Statistics Canada for statistical analysis and to the Department of Finance for fiscal policy development under a memorandum of understanding with each of those departments. During some of these processes, data is matched to information already maintained by the CRA for risk assessment purposes, i.e., to select files for audit where there is tax at risk. This information includes personal tax returns and other data filed by taxpayers such as corporate tax returns and election forms.
Retention and Disposal Standards: The information is retained for six years after receipt and then destroyed.
RDA Number: 92/006
Related PR#: CRA CPB 295 and CRA CPB 261
TBS Registration: 006321
Bank Number: CRA PPU 205

Non-Compliance Identification Research Data
Description: This bank contains information relating to financial transactions by individuals, including their names and addresses. It is used to assist in audit, investigative, and other compliance actions taken under the Income Tax Act and Excise Tax Act.
Class of Individuals: Taxpayers.
Purpose: The purpose is to detect non-filers of income tax and information returns, confirm the correctness of reported taxable income, and analyse and identify compliance trends, emerging issues and the factors underlying non-compliance behaviour. The information includes publicly available data obtained from federal, provincial, and municipal governments for data-matching purposes, such as shipping lists, Canadian civil aircraft registrations, provincial sales tax information, property assessments, vehicle registries, municipal building permits, business licenses, and business and city directories. It also includes information on some federal government subsidy and incentive programs as well as information obtained in confidence from a variety of other sources in the public sector, such as marketing and distribution boards, colleges, and school boards. Some information is also obtained from the business and commercial sector regarding the purchase of goods and services, such as the delivery of raw materials, removal of waste products, provision of security services, and freelance, professional, and administrative services. Once organized for a compliance action, this personal information becomes part of this bank and is normally retrievable by name and some other personal identifier. Some of the information in this bank may subsequently be transferred to other established personal information banks. Access will not be permitted without the necessary authority
Consistent Uses: Some of the information in this bank, subject to formal agreements, may be shared with federal and provincial authorities involved in individual enforcement and administrative compliance activities. There are currently data-matching activities with Agriculture Canada, the Province of Ontario, and the Province of British Columbia.
Retention and Disposal Standards: The retention period varies according to the record schedules of the general subject files in which they are stored.
RDA Number: 93/004 (under review)
Related PR#: CRA CPB 181
TBS Registration: 003542
Bank Number: CRA PPU 025

Non-Resident and Emigrant Dispositions Database (NEDD)
Description: Presently a stand alone database, NEDD is now being developed for mainframe applications as a national database for the use of tax services offices across the country for the purpose of collecting data on non-resident and emigrant dispositions of taxable Canadian property (section 116 of the Income Tax Act). Section 116 requires non-residents to notify the Minister of dispositions of certain property. Where appropriate withholding tax is remitted, the Minister will issue a certificate of compliance to the non-resident vendor and purchaser. NEDD electronically captures data relating to the disposition of property, searches and retrieves records that were previously created, and

prints the section 116 certificates of compliance. NEDD also contains features such as automatic tax calculations and letter templates. NEDD produces a variety of lists, statistical reports, and a current inventory report. Records include the vendor of property, purchaser of property, proceeds of disposition, adjusted cost base of property, tax collected, security arranged, adjustments to tax reported, treaty exemptions, identification numbers (SIN, TTN, BN, or trust account number), and description of property, including address. Identification numbers are matched with CRA internal systems to obtain names and addresses.
Class of Individuals: Non-resident individuals, corporations, trusts, and partnerships who dispose of taxable Canadian property.
Purpose: The information is compiled to review non-residents' requests for certificates of compliance and to issue the certificates.
Consistent Uses: Information is used for analysis, program enhancement, and potential enforcement projects through matching with the T1, Cortax, and TRIS systems to identify non-filers. In addition, matching is conducted with other internal and external sources to promote compliance with the section 116 requirements.
Retention and Disposal Standards: Information is retained indefinitely.
RDA Number: 92/007
Related PR#: CRA CPB 189
TBS Registration: 005094
Bank Number: CRA PPU 111

Non-Resident Source Deductions (NRSD) System
Description: This information bank contains financial and non-financial transactions related to non-resident tax withheld and remitted by Canadian payers and agents on the incomes paid to non-residents of Canada under Part XIII of the Income Tax Act, and the reporting of amounts withheld on NR4 information returns. This bank also contains information on withholding tax assessments against non-resident persons. Records include information on: tax remittances on tax assessments plus penalties and interest levied for the failure to deduct or remit withholding tax; late remitting penalties; NR4 late filing penalties; withholding tax refunds; NR5 files for a reduction in Part XIII tax on pensions or similar income under section 809 of the Income Tax Regulations; and NR6 files on undertakings to file income tax returns by non-residents receiving rents from real property or timber royalties under subsection 216(4) of the Income Tax Act.
Class of Individuals: Canadian payers and agents who make payments to non-residents of Canada for incomes such as interest dividends, rents, royalties, and pensions.
Purpose: The purpose of this bank is to maintain account information on non-resident withholding tax remittances made by Canadian payers and the reconciliation of these remittances with NR4 returns filed.
Consistent Uses: This information is used for the purpose of enforcement and compliance with the administrative requirements of Part XIII of the Income Tax Act, including matching NR6 Undertakings with the T1 and T2 Processing systems.
Retention and Disposal Standards: Information on transactions is maintained from the 1994 taxation year. There is no disposal of information stored on the NRSD system. Rather, the most current information is kept readily available while information over three years old is stored in a different database within the NRSD system as archived data. This archived data can be retrieved at any time.
RDA Number: 92/006
Related PR#: CRA CPB 189
TBS Registration: 004464
Bank Number: CRA PPU 094

Tax Avoidance Cases
Description: This bank contains information relating to taxpayers involved in arrangements, which were examined or are under examination to determine if tax was avoided. Records of the status of active examinations and the results of completed cases are included. Access will not be permitted without the necessary authority and/or adequate proof of identification, including a Personal Records Identifier (PRI) and signature.
Class of Individuals: Taxpayers who are or have been under examination for tax avoidance.
Purpose: The information is obtained to identify and examine tax avoidance arrangements and to take remedial action as required, by reassessment under the existing legislation, by recommending amendments to the law or by recommending changes in administrative procedures and practices.
Consistent Uses: The records will or may also be used by the Appeals Branch for addressing objections or litigating cases in court; for accumulating information to be used by the Department of Finance in justifying or addressing legislative amendments; for accumulating information to be used by the Tax Avoidance

function or Training and Learning Directorate in designing training materials or courses for auditors; for setting or revising policies or procedures by the Tax Avoidance function or other Audit areas.
Retention and Disposal Standards: Records are maintained for three years after a case is closed or the expiration of all appeal periods, whichever is later.
RDA Number: 93/004
Related PR#: CRA CPB 256
TBS Registration: 002016
Bank Number: CRA PPU 035

Tax Evasion Cases
Description: This information bank contains information relating to the personal and financial characteristics of taxpayers who are, or have been, under investigation for tax evasion. Records of the status of active investigations, completed cases and their results, and current investigative projects may be subjected to data matching.
Class of Individuals: Taxpayers who are or have been under investigation for tax evasion.
Purpose: The bank is maintained to investigate cases of tax evasion.
Consistent Uses: Personal information may be used to obtain the legal documents necessary at each stage of the investigation and prosecution, such as search warrants, general warrants, and affidavits.
Retention and Disposal Standards: Headquarters' records in this bank are maintained for five years after the date a case is closed or the expiration of all appeal periods, whichever is later, and then destroyed; tax services office records are maintained for five years and then destroyed.
RDA Number: 93/004
Related PR#: CRA CPB 820
TBS Registration: 002015
Bank Number: CRA PPU 030

Finance and Administration Branch

Activity Management and Costing Databank
Description: Data contained in this bank pertain to weekly activities performed by each employee and include data (in terms of time and cost) by activity, organization, and project/case, plus non-compliance and unreported time/production reports.
Class of Individuals: Individuals identified in this bank are all employees of the Canada Revenue Agency, as well as staff members who have been engaged under personal service contracts.
Purpose: The purpose of this information bank is to maintain production utilization data, in terms of time and cost, on all continuing departmental employees as well as term/casual employees and staff members who have been engaged under personal service contracts. This bank is used to provide managers and management information systems with information regarding production time and cost of departmental employees and contract staff through a series of reports. An individual report containing one staff member's activities for the current fiscal year to date can be produced on request. Access will not be permitted without adequate proof of identification and/or authority.
Consistent Uses: Agency managers use data and information from this bank to analyse employee activity and determine associated costs. For example, the bank can provide decision support for work assignment and work distribution within a given organization. Data from this bank can also be used as an input to decisions on how best to allocate subsequent years' resources for a given organization.
Retention and Disposal Standards: Input records in this bank are maintained for two years and then destroyed.
RDA Number: 98/005
Related PR#: CRA FAB 006
TBS Registration: 006401
Bank Number: CRA PPU 217

Internal Investigations
Description: This bank contains administrative investigation reports and correspondence between officials of the Canada Revenue Agency with respect to whether an allegation against an employee is founded or unfounded.
Class of Individuals: Current or former employees of the Canada Revenue Agency as well as other employees or members of the general public interviewed in the course of such investigations.
Purpose: The purpose of this bank is to record all information concerning any alleged or suspected violation of Canada Revenue Agency policies, codes, guidelines or legislation or of other laws that could adversely affect the interests of the Agency. The bank also contains notes of interviews with employees or members of the general public interviewed in the course of such investigations. This information is used to determine an appropriate course of action, including recovery of funds owed to the Crown, disciplinary action against individuals or prosecution against individuals to comply with the Financial Administration Act, the Treasury Board Policy on Losses of Money and Offences and Other

Illegal Acts Against the Crown, and the Canada Revenue Agency Policy on Terms and Conditions of Employment.
Consistent Uses: Information contained in this bank may be provided to the Royal Canadian Mounted Police, enforcement or investigation agencies prescribed by other related legislation, and the Department of Justice.
Retention and Disposal Standards: Files are retained for seven years after case is closed and then destroyed.
RDA Number: Under review
Related PR#: CRA FAB 580
TBS Registration: 006444
Bank Number: CRA PPU 215

Losses of Money and Damage Claims By and Against the Crown
Description: This bank contains the names and addresses of persons involved in damage claims, losses of money, including defalcations, and describes the circumstances in each case.
Class of Individuals: Agency employees and members of the general public.
Purpose: The purpose of this bank is to maintain information involving claims by and against the Crown, losses of money suffered by her Majesty, and offences and other illegal acts against the Crown. The data is used to determine an equitable settlement in each case, and information may be provided to the Treasury Board, the RCMP, and the Department of Justice and may be used in the public accounts.
Consistent Uses: The data is used to produce the public accounts reporting, answer enquiries, and take corrective measures when deemed necessary.
Retention and Disposal Standards: Individual files are maintained until a case comes to a conclusion. The information is then transferred to an amalgamated file that is retained for five years. At the end of the retention period, files are archived on DVD.
RDA Number: 99/004
Related PR#: CRA FAB 420
TBS Registration: 000017
Bank Number: CRA PPU 067

Parking
Description: This information is collected from employees who are applying for parking spaces. The personal information includes an individual's full name, signature, home and work mailing addresses, work telephone number, name of institution and branch where employed, work title, paylist number, Personal Record Identifier (PRI) number, vehicle information, licence plate number, and duration of travel time between work and home.
Class of Individuals: CRA employees applying for a parking space.
Purpose: The information is used to administer the parking space allocation program to employees and to initiate, amend, and/or terminate payroll deductions for parking spaces. One of the criteria for selecting successful applicants is whether they are carpooling with other individuals. The entire process is based on a point system. Points are allocated for years of service, classification, whether or not the employee has bus service, and the time it takes to travel by bus. Points are also allocated for car-pooling. Permit holders must be CRA employees but the remaining car occupants do not necessarily have to be CRA employees. Personal information is only collected for CRA employees. A waiting list is formed for employees who have applied for but not received a parking space. All parking space allocations are reviewed and re-allocated every two years, and all interested employees must re-apply at that time, whether or not they are on the waiting list, seeking a renewal, or are new applicants.
Consistent Uses: This information may be used to identify a vehicle's owner when a vehicle is illegally parked or when an accident or security incident occurs. In the case of an illegally parked vehicle, the parking administrator (CRA) would contact the person directly by telephone. If the situation persists, the Property Facility Officers (PFO) would issue a ticket. If an accident or incident occurs, the parking spot occupier (CRA employee) would have to contact the local law enforcement to register the incident, and the CRA might be asked to provide personal information.
Retention and Disposal Standards: Information relating to successful applicants is retained for three years following the employee cancelling or relinquishing parking privileges and is then destroyed. The waiting list is retained for two years, and then destroyed.
RDA Number: 2001/002
Related PR#: CRA PRN 903
TBS Registration: 006349
Bank Number: CRA PPU 204

Human Resources Branch

Independent Third Party Review (ITPR) Case File
Description: This bank contains information on complaints concerning staffing decisions lodged by employees of the Agency or the Public

Service using the Canada Revenue Agency's ITPR recourse mechanism, i.e., request for ITPR and supporting documentation; relevant information from the parties to the complaint; external reviewers' case documents and decision reports; and information on the application of corrective measures where applicable. This bank also contains information on complaints related to employee terminations or demotions; and decision reports by third parties.
Class of Individuals: Employees or members of the Public Service, in the case of staffing complaints, who were party to a human resources management decision for which ITPR is an acceptable recourse mechanism.
Purpose: The purpose of this bank is to address issues concerning non-disciplinary terminations or demotions of indeterminate employees due to incapacity, incompetence, or abandonment of a position and staffing issues in the following circumstances (excluding EX staffing): entry into an apprenticeship program; permanent promotions without a selection process; and steps taken during the placement phase of an internal selection process leading to a promotion; involuntary layoff of indeterminate employees (for employees who do not have access to the Public Service Staff Relations Board).
Consistent Uses: Personal information is used by the independent third party reviewers, the Office of Dispute Management, and applicable Human Resources officials to review a complaint lodged by individuals and to monitor the ITPR process.
Retention and Disposal Standards: ITPR case files are retained for two years after being closed and are then destroyed.
RDA Number: 98/005
Related PR#: CRA PRN 926
TBS Registration: 004466
Bank Number: CRA PPU 110

Standardized Assessment Results
Description: The bank contains the results of assessments of job applicants and employees obtained through the administration of corporate standardized assessment tools, including the Supervisory In-Basket exercise, Wonderlic, and standardized assessment tools for the evaluation of organizational, behavioural, and technical competencies. (This bank contains information currently described in Bank Number CRA PPE 807, Supervisory In-Basket Exercise Results System. Bank numbers CRA PPE 801 and CRA PPE 807 will be replaced by CRA PPE 835.)
Class of Individuals: Employees of the CRA and members of the public.
Purpose: To compile assessment results for use in the selection of candidates for appointments, career management, performance management, human resources planning, and the development of individual learning plans in the CRA.
Consistent Uses: Internal and external third party reviewers, Human Resources advisors, managers, Resourcing and Career Management Division, Ottawa, for analysis and research.
Retention and Disposal Standards: Records are retained indefinitely since test results may be valid indefinitely.
RDA Number: 98/005
Related PR#: CRA PRN 921
TBS Registration: 005108
Bank Number: CRA PPU 120

Information Technology Branch

Public Key Infrastructure (PKI) External Client Identification
Description: As per the CRA Certificate Authority Internal Certificate Policy (CRA CA CP – Internal), the identity of individuals employed by the CRA must be verified prior to issuance of PKI certificates enabling secure online transactions. The information may be collected in paper or electronic format and may include protected information such as employee names, PRI or dates of birth. Information collected for identification and authentication purposes includes employee names and SMTP mail addresses, which are published to the X.500 directory.
Class of Individuals: Employees, contractors, organisational roles, and applications within the CRA.
Purpose: PKI certificates are used to enable telecommuting capabilities and secure email for all CRA employees.
Consistent Uses: The information gathered prior to the issuance of PKI certificates is for identification and authentication purposes only.
Retention and Disposal Standards: All records containing sensitive plaintext information are stored in accordance with the Government Security Policy (GSP). CRA correspondence (Subscribers' Agreements and any identification and authentication information) and reports are archived for a minimum of six years. All records are considered Protected B and destroyed as per guidelines.
RDA Number: 98/001
Related PR#: CRA ABB 345

TBS Registration: 004486
Bank Number: CRA PPU 165

Legislative Policy and Regulatory Affairs Branch

Application for licences under the provisions of the Excise Tax Act and the Excise Act
Description: Information on the licensing of taxpayers under the Excise Tax Act (applications for an Excise Tax Licence, Wholesaler's Tax Licence and under the Excise Act applications for a Brewer's Licence, Distiller's Licence, Bonding Warehouse Licence, Pharmacist's Licence, Bonded Manufacturer's Licence, Tobacco and Cigar Manufacturer's Licence, Tobacco Packer's Licence, and Chemical Still Licence and the Excise Act, 2001 applications for a Spirits Licence, Wine Licence, Tobacco Licence, Excise Warehouse Licence, Tobacco Dealer's Licence, Special Excise Warehouse Licence, Duty-Free Shop Licence and User's Licence, as well as ferment-on-premises, user's alcohol and specially denatured alcohol registrations. Data include the names of sole proprietors, names of partners in a partnership, names of authorized corporate officers, contact persons names and titles, personal addresses and telephone numbers, and official language preference for corresponding with the Agency. The bank includes both corporate and personal information.
Class of Individuals: Sole proprietorships, partners in a partnership, authorized corporate officers, and contact persons.
Purpose: This bank is required to store personal information on taxpayers licensed under the Excise Tax Act and Excise Act for the administrative purpose of creating and maintaining the tax roll.
Consistent Uses: This information is used to assess applicants' eligibility and the type of licences required/requested. It is also used to establish internal accounting records from which personalized tax returns are prepared and mailed to taxpayers and on which details of the amount of tax paid or payable are maintained. Other uses include the generation of mailing lists for technical materials, information bulletins, and similar materials. This information is never disclosed, other than to specific persons for uses specifically authorized under the Excise Act and Excise Tax Act.
Retention and Disposal Standards: Active licensee information is kept on an ongoing basis. Records on individuals who have ceased to be licensed are maintained for a period of five years.
RDA Number: Under review
Related PR#: CRA ABB 025, CRA ABB 130
TBS Registration: 003128
Bank Number: CRA PPU 062

Excise and GST/HST Letters (Headquarters and tax services offices)
Description: This bank contains correspondence/replies prepared by Headquarters officers and officers in the tax services offices sent to GST registrants or claimants and excise tax licensees in responses to their requests regarding the interpretation of a section, subsection, etc., of the Excise Tax Act, particularly concerning the Goods and Services Tax (GST), Harmonized Sales Tax (HST), and Excise tax. These letters are stored electronically in chronological order.
Class of Individuals: GST/HST registrants and claimants and excise tax licensees.
Purpose: The purpose of this bank is to conduct quality assurance of correspondence addressed to GST/HST registrants and excise tax licensees. This bank is also used as a research tool for officers required to answer/interpret the Act. A "severed" bank of the Headquarters rulings is also available, for a fee, to tax publishers subscribing to the "Electronic Bulletin Board Service" (EBBS).
Consistent Uses: This bank is used as a source of information for the creation of policy guidelines, information bulletins, and internal training materials. This information is never disclosed (except in severed form), other than to specific persons for uses specifically authorized under the Excise Act and Excise Tax Act.
Retention and Disposal Standards: The severed letters are kept on the system for one year and then kept on a backup unit/disk for as long as the Excise and GST/HST programs exist.
RDA Number: 97/033
Related PR#: CRA LPRAB 800, CRA LPRAB 815
TBS Registration: 003777
Bank Number: CRA PPU 092

Income Tax Rulings Subject Matter Files
Description: This bank contains correspondence received from individuals requesting an interpretation of a section, subsection, etc. of the Income Tax Act or another law related thereto, and the replies sent by the CRA.
Class of Individuals: Members of the general public.
Purpose: The purpose of the bank is to file correspondence to and from taxpayers on matters related to the Income Tax Act and Regulations. This bank is used for records retention and maintenance only. Access to a record will be

provided upon proof of identification, including name, address, signature and Social Insurance Number. In some instances, correspondence may be filed in the name of the taxpayer's representative. In these cases, the name and address of the representative should also be included on the Record Access Request Form. The subject matter and date of the requested correspondence is also required.
Consistent Uses: This bank is used for records retention and maintenance only.
Retention and Disposal Standards: Records in this bank are maintained for seven years.
RDA Number: 93/007
Related PR#: CRA LPRAB 041, CRA LPRAB 046, CRA LPRAB 049
TBS Registration: 003538
Bank Number: CRA PPU 090

Registered Charity Information Return (T3010)
Description: This bank contains information on the directors/trustees of registered charities; this information must be provided to the Charities Directorate of the Canada Revenue Agency (CRA) on an annual basis. This information, as well as information related to the operation of the charities, including financial data, is deemed necessary to facilitate the administration and enforcement of the Income Tax Act. The personal information collected on members of governing bodies includes last name, first name, initial, date of birth, complete mailing address, home telephone number, title of position within a charity's governing body, and whether or not directors/trustees are at arm's length from other directors/trustees of the same charity (arm's length is a tax concept that describes a relationship in which parties act independently of each another).
Class of Individuals: Any individual who holds a position on the governing body of a Canadian registered charity.
Purpose: In accordance with the Income Tax Act, registered charities are required to provide the CRA with operational information annually. This information is submitted on Tax Form T3010. This information, most of which is confidential, is required to facilitate the administration and enforcement of the Income Tax Act. Form T3010 is used exclusively by the Charities Directorate of the CRA to assess a charity's operational information and ensure the organization is complying with the Income Tax Act. If the return reveals that the charity presents compliance issues, the Directorate may engage in a series of activities, including outreach/education on how to comply with regulations or a more thorough investigation of the charity's activities, after which various sanctions could be applied, up to and including revocation of registered status. The T3010 information is stored in the Charities Assessing and Registration (CARE) system. CARE is a mainframe system maintained by the Information Technology Branch (ITB) of the CRA on behalf of the Charities Directorate. It is internal to the CRA and does not have linkages to external systems.
Consistent Uses: This information is disclosed (see below) in accordance with the Income Tax Act. There are no other uses of the information. Disclosure: The public information portion of the T3010 Return pertaining to directors or trustees is limited to their full name, position in the charity, and arm's length status. This information is available to the public and other government agencies on request (see below) and on the Charities' Web site. 1. T3010 Ad Hoc Reports/ Data Extracts are disclosed to the public upon request, in accordance with subsection 149.1(15) of the Income Tax Act (public information only). 2. Photocopied T3010 Information Returns are disclosed to the public upon request (public information only). 3. T3010 information is disclosed to Statistics Canada bi-annually (all information). 4. T3010 information is disclosed where the release of any or all of the information is permitted by law under subsection 241 of the Income Tax Act.
Retention and Disposal Standards: The paper copies of charity returns are retained for six years. Once a Records Disposition Authority has been obtained, they are destroyed. We are currently working to apply the same retention and disposal standard to the electronic information stored within CARE.
RDA Number: 93/019.
Related PR#: CRA LPRAB 290
TBS Registration: 005859
Bank Number: CRA PPU 200

Regional Operations

Requests for Refund of Federal Excise Tax on Gasoline
Description: Data include information on each claimant, namely claimant's name, registered charity's or athletic association's names, address, telephone number, tax registration number, employer's Corporation Account (CORTAX) issued by the Canada Revenue Agency Account where applicable, claimant's status and type, official language preference for corresponding with the

Agency, and information about amount of refund claimed and paid.
Class of Individuals: Handicapped persons medically certified, to the extent that public transportation is hazardous to their health; and Canadian charitable organizations or Canadian amateur athletic associations registered with the Canada Revenue Agency who have filed a claim for a gasoline tax refund. These files include both personal and corporate information.
Purpose: This bank exists for the purpose of refunding individuals or registered bodies making application under the Excise Tax Act with respect to federal excise tax paid on gasoline. The bank is used for the purpose of examining individual claims for gasoline excise tax refunds and may be used to inspect claimant's receipts and supporting documents related to such claims.
Consistent Uses: This information is used to assess eligibility for refunds and to calculate the amount of refunds. It is also used to establish internal accounting records on which details of the amount of tax paid or payable are maintained. Other uses for the data include the generation of mailing lists for technical materials, information bulletins and similar materials. This information is never disclosed, other than to specific persons for uses specifically authorized under the Excise Act and Excise Tax Act.
Retention and Disposal Standards: Each claim is retained for a period of seven years and then destroyed.
RDA Number: Under review.
Related PR#: CRA RGO 050
TBS Registration: 003149
Bank Number: CRA PPU 051

Public Affairs Branch

Information Disclosed to Investigative Bodies

Description: This personal information bank contains copies of access requests or the Treasury Board form 350-56(83/2)-Request for Disclosure to Federal Investigative Bodies, which are forwarded by investigative bodies as listed in Schedule II in section 8(2)(e) of the Privacy Act. These nation-wide requests concerning individuals are made for law enforcement purposes. The bank also contains the replies to such requests and gives details about how they were processed.
Class of Individuals: Individuals involved in investigations under the Criminal Code, federal and provincial statutes, and municipal bylaws.
Purpose: To account for the number of requests processed under section 8(2)(e) of the Privacy Act.
Consistent Uses: This bank will allow the procedures used for exchanging personal information with investigative bodies under section 8(2)(e) of the Privacy Act to be audited.
Retention and Disposal Standards: Files are kept for two years and then destroyed.
RDA Number: 98/001
Related PR#: CRA PAB 440
TBS Registration: 001781
Bank Number: CRA PPU 071

Taxpayer Services and Debt Management Branch

Canada Pension Plan and Employment Insurance Rulings Documents

Description: This bank contains Agency forms such as CPT-1, CPT-2, and working papers and related documents such as contracts, statements from workers and payers, etc. that were used in making each individual ruling. Access will not be permitted without the necessary authorization and/or proof of identification, including a Social Insurance Number and signature.
Class of Individuals: Individual workers and employers.
Purpose: The purpose of this bank is to record rulings issued by Canada Revenue Agency officials as to whether individuals are in pensionable or insurable employment under the Canada Pension Plan Act or Employment Insurance Act, respectively. The rulings process is not only necessary for the identification and collection of the related premium and contribution payments but also for Human Resources and Skills Development Canada (HRSDC) to determine whether a worker is eligible for Employment Insurance Benefits and eventual Canada Pension Plan benefits.
Consistent Uses: This data bank enables authorized employees to access the history of a previous CPP/EI ruling in order to review for possible duplicate ruling requests, and also to review the file for assistance on another ruling request filed by the same worker or payer.
Retention and Disposal Standards: Records are maintained for a period of four years (the current year and three subsequent years) and then destroyed.
RDA Number: 92/006
Related PR#: CRA TSB 187
TBS Registration: 002020
Bank Number: CRA PPU 070

Debts Written Off as Uncollectible
Description: Data include names, nature and amount of debts, the results of collection actions taken, descriptions of assets, and disposition of proceeds.
Class of Individuals: Members of the general public.
Purpose: The purpose of this bank is to maintain a record of firms and individuals owing a debt to the Crown in cases where all appropriate collection action has not resulted in successful collection of the debt. The bank is used by the Tax Services Office Uncollectible Debts Review Committee to approve recommendations for authority to delete accounts under existing legislation. The forms are presented to the Minister or a person authorized by the Minister, as appropriate, depending on the amount, for written authorization to write off accounts.
Retention and Disposal Standards: Case files are retained for six years after an action is completed and are then destroyed. Copies of form (E157T1520) Recommendation for Write-Off of Uncollectible Accounts are retained for a period of two years following the last administrative action.
RDA Number: 92/006
Related PR#: CRA TSB 190
TBS Registration: 000016
Bank Number: CRA PPU 060

Individual (T1) Tax Arrears – Collection Action
Description: Information on the implementation of Agency policies and procedures for collection of duties and taxes, specific client accounts, statistical information for inclusion in annual reports, and refunds of taxes paid. The bank consists of collections made, internal instructions, debits and credits by client name, statistical files on outstanding arrears, fiscal year reports, summary of trial balances, computer-generated printouts, records of delinquent collection cases, and information relating to assessments raised by collections. The information contained in the centralized individual accounting and collection system (T1) computer file is sent electronically to the Revenue Enforcement Management Information Tracking System (REMITS), for use by Collection Call Centre agents in resolving individual (T1) tax arrears. Agents record details of actions taken in the REMITS: List of Activities. Accounts whose tax arrears are not resolved at the Collections Call Centre are either immediately or eventually transferred to the Automated Collections and Source Deductions Enforcement System (ACSES) for action by tax services office collection officers who note details of actions taken and/or planned based on information gathered from audits, third parties, legal opinions, court actions, personal contact, etc. In cases where such information is voluminous, or necessarily includes the retention of documents, the printout information may be supplemented with a collection file or docket. Access to this information in ACSES will be permitted where there is adequate proof of identification, including Social Insurance Number, signature and/or authority.
Class of Individuals: Licensee companies and individual tax filers.
Purpose: The purpose of the bank is to maintain records that support and document collection activity. The information is used by collection officers in their enforcement duties regarding payment of taxes in cases where accounts have been referred to a tax services office for collection action. Information pertaining to a tax filer's indebtedness may be included in documentation issued to third parties indebted to the client and the courts, to facilitate attachment.
Consistent Uses: This databank enables authorized employees to access the history of a collections account to facilitate collection action.
Retention and Disposal Standards: Information in this bank is retained for two years after an account is paid in full and archived for a further two years on tape, at which time it is destroyed.
RDA Number: 92/005 and 92/006
Related PR#: CRA TSB 190
TBS Registration: 002017
Bank Number: CRA PPU 050

Review and Control (Enforcement Programs)
Description: This bank consists of employer accounts and records of financial and non-financial transactions related to the withholding, remitting, and reporting of employee deductions for Income Tax, Canada Pension Plan and Employment Insurance. This includes assessments levied for unmerited amounts, including interest and penalties. The information is stored in the Payroll Deductions Accounting and Collections (PAYDAC) system and may be sent electronically via a link to the Automated Collections and Source Deductions Enforcement System (ACSES) if enforcement action is required. Access will not be permitted without adequate proof of identification, including Social Insurance Number, signature, and/or authority.
Class of Individuals: Individuals, proprietorships, partnerships, and corporations in their role as employers.

Purpose: This bank serves as a record of all accounting transactions with respect to employees' deductions and employers' remittances and reconciliation. The bank is maintained to complete post-routine balancing and enforcement activities between employers and the Agency.
Consistent Uses: The account record is required to process CPP/EI adjustments and refunds and to assist in updating records of earnings and confirm the insurability of certain workers with other federal departments such as Social Development Canada and Human Resources and Skills Development Canada.
Retention and Disposal Standards: Information stored in ACSES is retained for two years after the last transaction. Information in PAYDAC is kept active for two years and then moved to dormant storage for eight years. The information is then transferred to the National Archives Federal Record Centres.
RDA Number: 92/006
Related PR#: CRA RCB 188
TBS Registration: 001949
Bank Number: CRA PPU 125

Trust Account Examinations – GST/HST
Description: This bank consists of completed examinations of GST/HST registrants. It is a compilation of examiner's working papers, listing assets, liabilities and ownership information, examination requests, and supporting data for the requests. Access will not be permitted without the necessary authorization and adequate proof of identification, including a Social Insurance Number and signature.
Class of Individuals: Individuals, proprietorships, and partnerships.
Purpose: The purpose of obtaining this information is to ensure that a registrant's filing status and account balance are up to date, as specified in the Excise Tax Act, and to assess any deficiency, where applicable.
Consistent Uses: The information can also be used as evidence for prosecution purposes in cases where registrants knowingly or under circumstances of gross negligence fail to file GST/HST returns.
Retention and Disposal Standards: Information held in this bank is retained for two years after the last transaction. The information is then transferred to the National Archives Federal Record Centres.
RDA Number: 96/052
Related PR#: CRA RCB 188
TBS Registration: 001948
Bank Number: CRA PPU 120

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Business Continuity Plan (BCP)

Hospitality

Personnel Security Screening

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Manuals

- Appeals Branch
- Appeals Division – Appeals Officer – Tax
- Appeals Division – Management
- Appeals Division -Support Staff – Tax
- CPP/UI Appeals Officers
- Assessment and Benefit Services Branch
- Accounting Data Capture
- Assessor
- Automated Trust System
- Benefit Programs Control
- Benefit Programs – Validation and Controls
- Business Client Communications System Reference
- Business Registration Manual
- Business Registration Online (BRO) Support Procedures Manual
- Business Window Forms Handbook
- Business Window Information
- Canada Pension Plan Record of Earnings
- Cancellation Examination
- Cash Control
- CCTB/GSTC-Eligibility
- Certification of Canadian Residency
- CFB Enquiries Handbook

- Child Tax Benefit – Eligibility
- Child and Family Benefits – Entitlements
- Children's Special Allowances
- Client Services
- Common User Information
- Confidence Validities
- Confidence Validity Guidelines
- Confidentiality for Client Services – Individual Programs
- Control
- Control Clerk
- Corporate Suspense Reference
- Correspondence Referral Unit (CRU)
- CPP-EI Rulings Program-Administrative Policies and Procedures
- CRA PKI Helpdesk User Guide
- Data Capture Coordinators
- Data Capture Users
- Disability Amout for Self, Spouse or Dependants
- Disability Tax Credit-Eligibility and Processing
- Document Control
- Electronic Filing (EFILE) for T1 Returns
- Electronic Revenue Accounting – System Overview
- Electronic Statement of Account (ESA)
- ERA Event and Transcript Preparation
- ERA Interest Calculation General Procedures
- ERA Procedures for Managers
- ERA Statistics
- Error Correction Instructions for Electronic Returns
- Error Inspection – Error Clues
- Error Inspection Control
- Error Inspection Work Instructions
- Exhibits
- Explanation Codes used on Reassessments
- Explanation Codes and Messages
- Family Orders and Agreements Enforcement Assistance and Refund Set-Off Programs
- Farmer's and Fishermen's Program
- FIP Keying Procedures
- GAPP Manual
- General Information
- General Ledger Accounts List
- General Ledger Online Reference
- GST/HST Credit Handbook
- GST/HST Credit Manual
- Highlights and Changes
- Individual Services Technical Help Guide
- Individual T1 Identification Master Update
- Information Returns Procedures Manual
- Initial Assessing of T1 Rejects, SAS, DOA and Prior Year
- Instalment Program
- Instalments and Instalment Interest
- Internal Referrals
- International Tax Services Office-Non-Resident Guidelines
- Matching Programs
- Non-Filers/Non-Registrants Operations Manual
- Notice Production
- Online Amendments 2000 User Guide
- Online Taxpayer Correspondence System (OTCS)
- Overview
- Penalties
- Pension Reform
- Preliminary Reassessment Processing Instructions
- Processing Leads and Liaison with the Québec Minister of Revenue
- Processing Requests for a Reduction of Income Tax Deductions at Source (Tax Waiver Requests)

- RAPID System
- Reassessment Messages and Cancel Codes
- Reassessment Processing Instructions
- Recording and Flagging Procedures
- Referrals
- Refund Enquiries
- Registered Plans for Retirement Savings (RRSP, RRIF, RPP and DPSP)
- Remission Orders
- Resource Officers Instructions
- Revenue Collections
- Review Procedures
- Reviewer
- SAS Screener Instructions
- SAS/TCA Assessing
- SAS/TCA Control Instructions
- Selection Instructions of Returns
- Sorting and Numbering
- Specialized Processing
- Standardized Accounting Reference
- Subsidiary Ledgers
- Subsidiary Ledger Unit
- Supervisor
- Supplementary Assessing System (SAS)
- Supplementary Instructions
- T1 Accounting Error Correction
- T1 Accounting Related Guidelines
- T1 Accounting Systems
- T1 IDENT Update
- T1 Mismatch
- T1 Processing Review Program
- T1 Records
- T2 Assessing Reference Manual
- T2 Control and Services Manual
- T2 Interest Calculations
- T2 Records Manual
- T3 Initial Assessing, Adjustments and Correspondence Manual
- T3 Records Section
- T3 Returns
- T4 ROE IDENT Procedures Manual
- Tax Calculation Procedures
- TCA Processing
- Team Leader Procedures
- Topical Index
- Tracing Refunds
- TRIS-T1 Tax filer Representative Identification System
- TSO Cashiering
- Visitor Rebate Procedures Manual
- Years not on TAPMA
- Compliance Programs Branch
- AIMS Online Help Manual
- Audit Applications Guide
- Audit Manual
- Audit Programs
- Audit Techniques
- Audit Techniques Handbook
- Foreign Source Matching
- ITSO Selection
- International Tax Services Office (ITSO) Workloads
- Investigations Manual
- Non-Resident SAS/TCA Processing
- Non-Resident System and Procedures
- Old Age Security Return of Income
- Office Examination Procedures Manual
- Preparation of the Auditor's Report
- Section 116 Non-Resident Disposition Manual
- Section K International Information

- T1 Client Requested Reassessments (CRR) Manual –International Tax Services Office (ITSO) Workloads
- T1 Migration (TIM) System
- Tax Avoidance
- TOM NR 4070
- TOM NR 4092.31
- TOM NR 4323
- Corporate Strategies and Business Development Branch
- Comscreen Coordinator Manual
- Comscreen Operator Manual
- Comscreen Reviewer Manual
- T1 Statistical Data Capture Manual (T1 SDC)
- Finance and Administration Branch
- Administration – Telecommunications
- Departmental Emergency Book
- Employee Self-Service (ESS)/Manager Self-Service (MSS) Time and Activity Record
- Finance and Administration Manual
- Organization and Activity Management Manual
- Time and Activity Reporting for Unconnected Employees under ESS and MSS
- Legislative Policy and Regulatory Affairs Branch
- CPP/EI Manual
- Taxpayer Services and Debt Management Branch
- Certification of Canadian Residency
- Collections Manual
- Individual Services Technical Help Guide
- Overview
- Processing Requests for a Reduction of Income Tax Deductions at Source (Tax Waiver Requests)
- Refund Enquiries
- Registered Plans for Retirement Savings (RESP, RRIF, RPP, and DPSP)

Additional Information

Please see the Introduction to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Agency and its various programs and services may be directed to:

Canada Revenue Agency
Public Affairs Branch
Office of the Assistant Commissioner
Connaught Building
555 MacKenzie Avenue, 4th Floor
Ottawa, Ontario K1A 0L5

Telephone: 613-957-3508

Reading Rooms

In accordance with the Access to Information Act, the Canada Revenue Agency has established public reading rooms at different locations across Canada.

They are opened to the public (Monday through Friday – 08:15 to 17:00) and contain copies of Taxation Operations Manuals, Information Circulars, Interpretations Bulletins, the Access to Information and Privacy Acts, Info Source and request forms. Reading room attendants are available to help individuals obtain information and complete the request forms.

Atlantic Region

Charlottetown Tax Services Office
Sherwood Business Centre
161 St. Peters Road
Charlottetown, Prince Edward Island
C1A 8L3

Halifax Tax Services Office
Ralston Building
1557 Hollis Street
PO Box 638
Halifax, Nova Scotia B3J 2T5

Saint John Tax Services Office
126 Prince William Street
Saint John, New Brunswick E2L 4H9

Newfoundland and Labrador

Tax Services Office
Sir Humphrey Gilbert Building
165 Duckworth Street, 2nd Floor
St. John's, Newfoundland and Labrador
A1B 4R5

Quebec Region

Laval Tax Services Office
3400 Jean Béraud Avenue
Laval, Quebec H7T 2Z2

Montreal Tax Services Office
305 René-Lévesque Boulevard West
6th Floor
Montreal, Quebec H2Z 1A6

Québec Tax Services Office
165 Pointe-aux-Lièvres Street South
Quebec City, Quebec G1K 7L3

Rouyn Tax Services Office
44 du Lac Avenue
Rouyn-Noranda, Quebec J9X 6Z9

Shawinigan Tax Centre
4695 12th Avenue
Shawinigan, Quebec G9N 7S6

Jonquière Tax Centre
2251 René-Lévesque Boulevard
Jonquière, Quebec G7S 5J1

Montérégie-Rive-Sud Tax Centre
3250 Lapinière Boulevard
Brossard, Quebec J4Z 3T8

Ontario Region

Belleville Tax Services Office
11 Station Street
Belleville, Ontario K8N 2S3

Hamilton Tax Services Office
55 Bay Street North
Hamilton, Ontario L8R 3P7

Kitchener/Waterloo Tax Services Office
166 Frederick Street
Kitchener, Ontario N2G 4N1

London Tax Services Office
451 Talbot Street, 1st floor
London, Ontario N6A 5E5

Ottawa Technology Centre
875 Heron Road
Ottawa, Ontario K1A 0L5

St. Catharines Tax Services Office
32 Church Street
St. Catharines, Ontario L2R 3B9

Sudbury Tax Services Office
1050 Notre-Dame Avenue
Sudbury, Ontario P3A 5C1

Toronto Centre Tax Services Office
1 Front Street West
Toronto, Ontario M5J 2X6

Toronto East Tax Service Office
200 Town Centre Court, 4th Floor
Scarborough, Ontario M1P 4Y3

Toronto North Tax Services Office
5001 Yonge Street, 7th Floor
North York, Ontario M2N 6R9

Toronto West Tax Services Office
5800 Hurontario Street, 1st Floor
Mississauga, Ontario L5A 4E9

Windsor Tax Services Office
185 Ouellette Avenue
Windsor, Ontario N9A 7G7

Prairies Region

Calgary Tax Services Office
220 4th Avenue South East, Room 168
Calgary, Alberta T2G 0L1

Edmonton Tax Services Office
Canada Place
9700 Jasper Avenue, Suite 10
Edmonton, Alberta T5J 4C8

Regina Tax Services Office
1955 Smith Street
Regina, Saskatchewan S4P 2N9

Saskatoon Tax Services Office
340 3rd Avenue North
Saskatoon, Saskatchewan S7K 0A8

Winnipeg Tax Services Office
325 Broadway Avenue
Winnipeg, Manitoba R3C 2W2

Pacific Region

Southern Interior B.C. Tax Services Office
277 Winnipeg Street
Penticton, British Columbia V2A 1N6

Vancouver Island Tax Services Office
1415 Vancouver Street
Victoria, British Columbia V8V 3W4

Vancouver Tax Services Office
1166 West Pender Street
Vancouver, British Columbia V6E 3H8

Burnaby Fraser Tax Services Office
9737 King George Highway, 1st Floor
Surrey, British Columbia V3T 3E1

Canada School of Public Service

Chapter 24

General Information

Background

The Canada School of Public Service (CSPS) is the common learning provider for the Public Service of Canada.

The School contributes to building and maintaining a high-quality, professional public service by serving the common learning and development needs of public servants. It helps ensure that all public service employees have the knowledge and skills they need to deliver results for Canadians in their current job, as well as prepare them for the challenges of the next.

Based in the National Capital Region, the School has a presence in every region, and has the capacity to deliver its programs in either official language.

Responsibilities

Based on the Government of Canada's learning policy, the School has a strategy to support public service learning by ensuring that: Public servants are able to perform in their current position and develop the skills necessary to meet the challenges of the next in a dynamic, bilingual environment; and Public sector organizations demonstrate strong and innovative leadership to achieve results for Canadians.

To successfully implement this strategy, the School focuses on three priorities: Ensuring Public Service management priorities are directly supported by learning opportunities; Providing leadership development; and accelerating knowledge transfer on best practices in public sector management for the Public Service.

Delivering these priorities is supported by the School's unique capacity as a centralized training organization in two areas: Expertise in curriculum development and course design for adult learners; and opportunities to establish and sustain networks for public servants.

Dedicated to providing high-impact adult learning, the School offers a variety of program vehicles. These programs include: the Orientation to the Public Service program for new recruits; required training and testing on authority delegations for managers with delegated signing authorities; professional development training; programs focusing on leadership development; official language training tools; and career development training. The School also tracks learning outcomes from these programs across the Public Service, measuring learning taken and the results achieved, to assess learning acquisition and behavioral change.

The School offers a variety of delivery methods to accommodate different learning needs. In addition to normal class courses, the School offers lectures, town hall meetings, armchair discussions, seminars, conferences and online learning options. At these events public servants are offered a valuable opportunity to network.

Through research and scanning, the School identifies best practices in public administration management, and incorporates them into its curriculum. During this process, the School creates and develops relationships with other international public administration learning providers as well as other public and private sector organizations, connecting Canada to the world and creating valuable learning and networking opportunities for Public Servants.

Legislation

- Canada School of Public Service Act
- Public Service Modernization Act

Organization

Office of the President

The President of the School is appointed by the Governor-in-Council and has the rank and status of a Deputy Minister. The President is the Chief Executive Officer of the School and has control over the form and content of programs, studies and publications of the School, the appointment of staff, the contracting for services and any other authority normally exercised by a deputy head pursuant to a statute or delegated authority. The positions reporting to the President are listed below.

Corporate Services

The Director General, Corporate Services, is responsible for the finance, administration and

IM/IT services of the School. Corporate Services have the responsibility for a range of support and comptrollerships services that are required to support the smooth operation of the organization. These include financial services (e.g. accounts payable and receivable, financial planning, financial systems and contracts), administrative services (accommodation, mail, telecommunications and security), IM/IT services (infrastructure, helpdesk/ client services, applications, web site, records management and library services). Corporate Services are also responsible for handling Access to Information and Privacy (ATIP) requests, addressing privacy issues, and developing and implementing business improvement framework and practices.

Human Resources

The Director General, Human Resources is accountable to anticipate and meet the needs of our clients and stakeholders through the professional delivery of a variety of human resources services and expert advice. Human Resources services are deliverable on an ongoing basis to the School's executives, managers and employees and includes, but are not limited to, the provision of consultation services and advice to managers on organization and job design, HR planning, resourcing strategies, learning and development, staff relations, official languages, employment equity, workforce adjustment, environmental scanning analysis, labour relations, occupational health and safety, health and wellbeing, compensation and benefits, as well as other programs and services aimed at effective human resources management.

Individual Learning

Individual Learning Branch builds the capacity of individual public servants to perform in their current job, meet the challenges of the next job and lead change. To this end, the Branch designs, develops and delivers blended, knowledge-based classroom and computer-based learning through calendar courses, memoranda of understanding, partnership arrangements, and customized modules that respond to specific central agency, department or functional community requirements. Its products and services include: statutory and non-statutory language training programs; required training for first-time managers at all levels; professional training and certification programs for identified functional groups; professional and management development programs that address the common learning needs of executives, managers, supervisors, and employees; corporate leadership and career development programs for managers and entry-level executives; and, courses on generic public administration skills and competencies for public servants at all levels.

Ombudsman

The Ombudsman provides corporate leadership in the School's informal conflict management system; holds accountability as the School's Senior Offical for Values and Ethics; directs the provision of harassment prevention activities/programs and is accountable for the School's Internal Disclosure process.

Organizational Leadership and Innovation

The Organizational Leadership and Innovation Branch (OLI) of the Canada School of Public Service (CSPS) exists to address the learning and development needs of public service leaders, executives and their organizations as they strive to continually improve the results they deliver to Canadians. OLI`s core functions relate to building capacity in the leadership community to: use learning strategies to enhance the leadership capacity of individuals and organizations that is needed in the Public Service to meet the challenges of today and tomorrow; lead and manage change in their organizations and across the public service; plan strategically by recognizing and understanding emerging issues that are of strategic and practical importance; and better understand the global context of public service and the implications of leading in a complex, interconnected world.

Planning, Governance and Communications

The Vice-President, Planning, Governance and Communications is responsible for the management of the School's corporate governance, planning and decision-making processes and for the provision of strategies and advice that enable the School to meet its strategic objectives. This includes providing independent and objective advice to the School's Board of Governors on all aspects of the Board's responsibilities; managing the School's strategic planning framework and processes; providing integrated policy advice to support decision-making and providing communications and marketing support to effectively promote, market and communicate the School's directions, priorities, products and services.

As part of the new Policy on Learning, Training & Development, The Canada School of Public Service has been mandated to implement an Orientation to the Public Service program. The Orientation to the Public Service is designed to welcome new employees into the public service and to help them gain a common understanding of their role as public servants. It is an excellent learning experience, committed to grounding new recruits in the values, ethics and accountabilities of the Public Service. The program is delivered in a memorable two-day event held in the Nation's Capital where new employees have the opportunity to see their work in the context of Canada's democracy and the Parliament that embodies it.

The Conferences and Special Events (CASE) Division supports the mandate of the School by designing and delivering a range of special event products and services which reflect the learning and professional development needs of the Government and the Public Service. CASE also provides customized event planning and management services to federal departments and agencies to help them achieve their organizational learning needs. Events include national and regional conferences, lecture series, town hall meetings, bear pit sessions, armchair discussions, forums, study tours, and consultations. Services include program development, event promotion, access to distinguished speakers, complete event management, including financial, logistical, technical and reporting needs, and event evaluation and follow-up.

Registrar

The Registrar is key to supporting efforts, government-wide and by the School to: register students and report on their progress; provide advice on foundation training as well the creation of individual learning plans; develop an inventory of offerings; develop a quality assurance function for learning products; establish appropriate learning equivalencies and exemptions; and, develop evaluation capacity to monitor programs. The aim of the Registrar is to establish a unique and lasting relationship with clients, through which they are provided advice and access to a full spectrum of learning opportunities. The Registrar also supports the organizational leadership activities associated with departments managing change and delivering results.

The Regional Operations include the design and the delivery of programs and services that serve the learning needs of public servants located outside the NCR. Through its six regional offices, and in conjunction with internal and external partners, the School offers a comprehensive blended system of learning across the country which includes: Language Training, Authority Delegation Training, Professional Training as well as Professional, Management and Leadership Development. In addition, regional officers continue to build on the relationships they have established with departments and agencies to better understand their learning needs. These relationships allow the School to better serve the learners in each region. Finally, regional directors work with their colleagues, within the school, in screening the national environment for emerging issues, innovative approaches and best practices in order to assist the School in meeting its commitments with regards to individual and organizational learning.

Information Holdings

Program Records

E-Learning, Campusdirect
Description: Information relating to on-line learning (Campusdirect), interactive and engaging courses adapted to the common learning needs of Public Service employees. The e-learning group includes a business development team, a client support and learning services team and a portal and information technology team.
Topics: Clients; committees, commissions, councils, panels and task forces; conferences, meetings and symposiums; contract deliverables; information technology; library; marketing; newsletters; operations; portal; project evaluation; project plans; reports; resources index centre; strategies.
Program Record Number: CSPS 065

Functional Communities, Professional and Management Development Centre
Description: Information relating to the corporate management and professional learning, training and development needs of executives, managers, supervisors, employees and functional communities, and to the design, development and delivery of calendar and contracted learning products, services and programs that address these needs.
Topics: Courses on accountability in Public Service management; authority delegation;

business skills; career and personal development; finance; government communications; human resources; information management; leadership and management; policy and programs; procurement, material management and real property; Public Service; and Public Service modernization.
Program Record Number: CSPS 055

International Cooperation and Strategic Change Directorate
Description: Information relating to the support of public sector capacity building in select countries around the world through international programming, and to improve capacity to identify emerging issues and smart practices on an international scale, and providing support to departments as they build comprehensive learning plans to develop strategic priorities and manage change.
Topics: Associations, institutes, organizations and societies; committees, commissions, councils, panels and task forces; conferences, meetings and symposiums; consulting projects; federal government institutions; foreign countries, which includes projects and delegations under specific countries.
Program Record Number: CSPS 050

Language Training Centre
Description: Information relating to the training of federal public servants throughout Canada in the use of both official languages and related orientation and language training services.
Topics: Committees, commissions, councils, panels and task forces; conferences, meetings and symposiums; English and French programs and courses; development and learning technologies; orientation services; partnerships and quality assurance; registration.
Program Record Number: CSPS 075

Leadership and Career Development for Managers Centre
Description: Information relating to the leadership and career development needs of managers and first-level executives and to the design, development and delivery of calendar and contacted products, services and programs to meet these needs.
Topics: Leadership curriculum, comprising foundational leadership courses, leading change courses, and strategy-specific courses such as Aboriginal Issues and Self-Government and Mikawiwin: Leadership and Aboriginal Affairs; educational components of corporate career development programs (MTP, CAP); DirEXion; authority delegation training for newly appointed entry-level executives; blended learning products including on-line modules and action learning groups; committees, panels and task forces; conferences, meetings and symposiums; university accreditation.
Program Record Number: CSPS 015

Organizational Leadership and Innovation
Description: Information relating to supporting and encouraging the senior leader community and their organizations to use learning strategies to manage change and accelerate innovation in public management.
Topics: Contributions; courses and programs, such as Executive Leadership Programs and Services, Leadership: Reflection and Action Program, Living Leadership: The Executive Excellence Program, and Senior Leaders Program; fellowship program; publications; research themes, such as action-research roundtables, governance; strategic international and national relations, including associations, institutes, organization and societies; colleges, schools, universities; committees, commissions, councils, panels and task forces; conferences, meetings, and symposiums; federal government institutions; university strategy.
Program Record Number: CSPS 030

Regional Operations & Learning Events
Description: Information relating to regional offices, supporting other branches and managing the provision of individual learning services outside the NCR, designing and delivering the Orientation to the Public Service program, which is a key element of the learning framework, and designing and delivering conferences and special events.
Topics: Conferences and special events, such as armchair discussions; Orientation to the Public Service; and regional operations.
Program Record Number: CSPS 025

Registrar
Description: Information relating to supporting departments and individual learners across the broad range of learning programs and services made available by the School, by assigning Departmental Portfolio Directors to individual departments and agencies, by providing an integrated registration service and contact centre for all learners, by providing learning and program evaluation and quality assessment services.
Topics: Departmental portfolio management; evaluation and quality assurance; learning

information and reporting; registration.
Program Record Number: CSPS 010

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Budgets

Buildings

Buildings and Properties

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Human Resources

Lands

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Procurement

Salaries and Wages

Staff Relations

Training and Development

Utilities

Vehicles

Particular Personal Information Banks

Campusdirect
Description: This database is used to support a centralized portal for on-line learning courses, as well as providing individuals with on-line assessment tools and assistance with the development of individual learning plans. The database captures individual profile information; course and learning activity participation and results; some automatically generated course testing and self-assessment results. The personal information collected includes the individual's name, work address, work telephone and fax numbers, e-mail address, department, job title, classification category and level, preferred language and gender. Paper copies are made of some of the basic personal information as a back-up for Campusdirect operational purposes. While memberships may be de-activated after a period of prolonged inactivity, members can request the reactivation of their membership at any time by calling the Campusdirect Contact Centre.
Class of Individuals: Employees, of governments and public sector institutions (federal, provincial, municipal and international), who are members of Campusdirect.
Purpose: This information is collected to provide an automated tool for course registration, payment and program utilization data. This tool is provided to enable Campusdirect members to establish training needs and partake of professional development activities as well as supporting the management of Campusdirect by CSPS.
Consistent Uses: The personal information is used for Campusdirect statistical and evaluative purposes. All disclosures require the individual's prior direct consent.
Retention and Disposal Standards: The information is retained by Campusdirect as long as the Campusdirect program exists. Should the program be discontinued, the disposal of the information will not occur until five years have passed.
RDA Number: 99/020
Related PR#: CSPS 065
TBS Registration: 006094
Bank Number: CSPS PPU 015

Course Registration and Information
Description: This bank may contain basic personal data and related course administration information. Individuals seeking access to this information are required to specify the pertinent course number.
Class of Individuals: Non-public servants and public servants who have taken or are enrolled in a course offered by CSPS.
Purpose: This bank exists in accordance with section 5(b) of the Public Service Employment Act to establish and maintain records of all persons who have taken or are enrolled in a course offered by the CSPS.

Consistent Uses: This bank is used to provide information required to administer training courses delivered by CSPS.
Retention and Disposal Standards: Records are retained for five (5) years after completion of training and development activity, then destroyed.
RDA Number: 99/020, 2001/025
Related PR#: CSPS 010
TBS Registration: 001438
Bank Number: CSPS PPU 050

Individual Data Base
Description: This information bank contains basic information on courses and other training activities of the School, on actual and potential clients, on internal and external resources employed by the School and all persons with which CSPS has contact.
Class of Individuals: Individuals, principally members of the management category of the Canadian federal public service, who have contact with CSPS. May also contain information on members of the private (business) sector or other levels of government who attend CSPS-sponsored activities.
Purpose: The purpose of this information bank is to establish and maintain files on actual and potential clients in order to facilitate the registration of these individuals to CSPS activities, to have information available to determine our client profile to help in the development and delivery of products offered bby the School.
Consistent Uses: This information bank serves to identify potential clients and resources for activities offered by the School.
Retention and Disposal Standards: The files are retained as long as the information is still valid.
RDA Number: 99/020, 2001/025
Related PR#: CSPS 015, CSPS 025, CSPS 055
TBS Registration: 003329
Bank Number: CSPS PPU 010

Language Training Orientation
Description: This bank may contain basic personal data, aptitude and placement tests results, preliminary interview report, prognosis, recommended lessons and projected training duration.
Class of Individuals: Non-public servant and public servants who underwent the orientation process for non-imperative staffing purposes or for enrolment on basic language training.
Purpose: This bank exists in accordance with section 5(b) of the Public Service Employment Act to register test results and information collected during the orientation interview.
Consistent Uses: This information is used to evaluate the aptitude to succeed at language training, to make pedagogical recommendations to the teaching personnel and to supply Language Training Centre with administrative data.
Retention and Disposal Standards: Paper records are kept for twenty (20) years after completion of training and are then destroyed. Computerized records remain active during the training period, are then kept on tape for twenty (20) years and then deleted.
RDA Number: 2001/025
Related PR#: CSPS 075
TBS Registration: 002778
Bank Number: CSPS PPU 040

Language Training Services
Description: This bank may contain basic personal data, service and language training requests, aptitude and placement tests as well as language training results.
Class of Individuals: Persons who underwent language training.
Purpose: This bank exists in accordance with section 5(b) of the Public Service Employment Act to provide information for eligibility testing, orientation, enrolment and language training processes.
Consistent Uses: The bank is used for the eligibility, testing, orientation, enrolment and language training processes, and to ensure a progress follow-up on participants. The PSC Test Scoring and Reporting System provides a weekly update of Second Language Evaluation (SLE) results for the purposes of updating candidate information.
Retention and Disposal Standards: Paper records are kept for twenty (20) years after completion of training and are then destroyed. Computerized records remain active during the training period, are then kept on tape for twenty (20) years and then deleted.
RDA Number: 2001/025
Related PR#: CSPS 075
TBS Registration: 002779
Bank Number: CSPS PPU 045

Registration Information System
Description: This information bank may contain basic information on participants and administrative data on learning activities at CSPS.
Class of Individuals: Individuals, including members of the management category of the federal public service, who have taken or are registered on a learning activity sponsored by CSPS. May also contain information on members

of the private (business) sector or other levels of government who attend CSPS sponsored activities.
Purpose: This information bank exists to establish and maintain files on CSPS activities and participants to these learning and development activities.
Consistent Uses: The information bank provides data necessary for the delivery of learning activities offered by the School.
Retention and Disposal Standards: The files are kept for a five-year period following the end of the learning activity, and are then destroyed.
RDA Number: 99/020, 2001/025
Related PR#: CSPS 010
TBS Registration: 003328
Bank Number: CSPS PPU 005

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Personnel Security Screening

Classes of Personal Information

In the course of conducting the programs and activities of the Canada School of Public Service, categories of personal information may be accumulated which are not contained in the specific personal information includes requests for information, offers of services, general correspondence and enquires. This information is stored as part of the general subject files, where records are not normally retrieved by name of individual or other personal identifier. This form of information is retrievable only if specifics are provided concerning the subject matter, related program activity or the approximate date on which the information would have been received by CSPS. The retention periods for these classes of personal information are controlled by the Records Retention Schedules for the general subject files in which they are stored.

Manuals

- Delegation of Human Resource Management Authorities
- Delegation of Signing Authority – Matrix
- Guidelines for Publishing External Information on the School's web site
- Financial Coding Manuals
- Intellectual Asset Management and Copyright Management
- School Graphics Standards Guide

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about CSPS's various programs and functions may be directed to:

Canada School of Public Service
373 Sussex Drive
Ottawa, Ontario K1N 6Z2

Telephone: 819-953-5400
Facsimile: 819-953-7953
Toll Free: 1-866-703-9598
TTY: 819-934-6194

Reading Rooms

In accordance with the Access to Information Act, the Canada School of Public Service has designated the following premisses as public reading rooms. The addresses are:

National Capital Region

Canada School of Public Service
De LaSalle Campus
373 Sussex Drive, Room C-102
Ottawa, Ontario K1N 6Z2

Canada School of Public Service
Asticou Campus
241 Cité des Jeunes Blouvard, Room 1359
Gatineau, Quebec K1N 6Z2

Canada Science and Technology Museum Corporation

Chapter 25

General Information

Background

The Canada Science and Technology Museum Corporation (CSTMC), a Crown Corporation, was established in 1990 by the Museums Act.

Responsibilities

The purpose of the Corporation, as defined in the Act, is to foster scientific and technological literacy throughout Canada by establishing, maintaining and developing a collection of scientific and technological objects, with special but not exclusive reference to Canada, and by demonstrating the products and processes of science and technology and their economic, social and cultural relationships with society. It consists of three museums: the Canada Science and Technology Museum (CSTM), the Canada Aviation Museum (CAvM) and the Canada Agriculture Museum (CAgM).

Legislation

- Museums Act, 1990

Organization

Directorate

The Directorate is responsible for the direction of the Corporation and the management of all its activities, resources and outputs. It includes the office of the Corporate Secretariat which provides a support function for the President and CEO and the Board of Trustees and offers services in the areas of policy development, internal audit, evaluation and research, strategic planning, internal communications and publishing.

Canada Science and Technology Museum (CSTM)

The Museum is the only comprehensive science and technology museum in Canada. The Museum boasts the largest and finest collection of scientific and technological artifacts in Canada. Since its inception in 1967, the CSTM collection has grown particularly strong in the general areas of communication, transportation, and physical science.

Canada Aviation Museum (CAvM)

The Canada Aviation Museum is responsible for preserving, demonstrating and interpreting for present and future generation the development of Canadian and world aviation, both civil and military and illustrating the past and continuing contribution of aviation to the evolution of the social, economic and built fabric of Canada.

Canada Agriculture Museum (CAgM)

The Canada Agriculture Museum is a unique combination of a modern working farm and a museum. It fulfills its mission through exhibitions, special events, school programs, workshops, demonstrations and collaboration with related museums and organizations. It also provides centralized services and support to the Corporation for Collection Services and Conservation Services.

Corporate Development Division

The Corporate Development Division is responsible for generating resources (including money, goods and services) in order to augment the corporation's appropriated federal budget in support of its mandate and corporate objectives. Resources are generated through sponsorship, fundraising and membership programs aimed at the private sector and the general public.

Support Services

Support Services provide advice, administration services and control of resources. They include Human Resources, Finance and Administration (including commercial operations), Facilities and Protection, and Informatics Services.

Information Holdings

Program Records

Collections and Acquisitions

Description: Information on each individual artifact and its acquisition by purchase, gift, donation and exchanges.

Topics: Communication and space; Energy and non-renewable resources; Agriculture and renewable resources; Aviation; Industrial Technology; Physical Science and Emerging

Technology; Transportation; Domestic Technology.
Program Record Number: STM STA 005

Communications/Marketing/Promotions
Description: Information on various activities regarding Communications, Marketing and Promotions.
Topics: Marketing; promotion; advertising along with fundraising, sponsorship; memberships, visitor services programs and volunteer program.
Program Record Number: STM STA 010

Conservation
Description: Information on the conservation and preservation of artifacts, prevention of their deterioration through care and maintenance, provision of a suitable physical environment for storage, and control of correct handling and packaging procedures for their transportation.
Topics: Communication and Space, Energy and non-renewable resources; Agriculture and renewable resources; Aviation Industrial Technology; Physical Science and Emerging Technology; Transportation; Domestic Technology.
Program Record Number: STM STA 015

Exhibitions
Description: Information on exhibitions, information collection and public opinion research.
Topics: Correspondence relating to the proposal and the planning of permanent, temporary, traveling and visiting exhibitions.
Program Record Number: STM STA 020

Loans
Description: Information on incoming and outgoing loans for exhibitions and for special events.
Topics: Communication and Space; Energy and non-renewable resources; Agriculture and renewable resources; Aviation; Industrial Technology; Physical Science and Emerging Technology; Transportation; Domestic Technology.
Program Record Number: STM STA 025

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Hospitality

Proactive Disclosure

Relocation

Travel

Particular Personal Information Banks

Collections
Description: This bank has complete Information pertaining to the collection of objects by the Canada Science and Technology Museum Corporation.
Class of Individuals: Individuals with which the Canada Science and Technology Museum Corporation deals, in relation to collecting.
Purpose: To maintain complete information about objects collected or collectable by the Corporation. The information is classified by objects.
Consistent Uses: Determination of value of objects for income tax or insurance purposes.
Retention and Disposal Standards: To be determined.
RDA Number: To be determined.
Related PR#: STM STA 005
TBS Registration: 001678
Bank Number: STM PPU 005

Contract Files
Description: The purpose of this bank is to keep a record of all personal and professional service contracts entered into by the Corporation. It contains information such as the request for service by the manager, the original contractual document, and reasons for not authorizing payment if the terms of the contract have not been met. Active files are kept within the Corporate Record Office.
Class of Individuals: Information relates to individuals from the private sector under contract for services to CSTMC.
Purpose: For contracting services.
Consistent Uses: To maintain information on all service contracts entered into by CSTMC.
Retention and Disposal Standards: Six fiscal years, then destroyed.
RDA Number: 99/004
Related PR#: STM PRN 914
TBS Registration: 000377
Bank Number: STM PPU 010

Individual Requests Under the Privacy Act
Description: This bank contains formal requests made by individuals under the Privacy Act for access to personal information about them, the replies to such requests and all records relating to their processing. If applicable, it includes information on exemptions claimed, complaints received, reports and recommendations of the Privacy Commissioner and litigation in the Federal and Supreme Courts.

Class of Individuals: Individuals requesting information under the Privacy Act.
Purpose: For processing such requests and for compiling statistics relating to them.
Consistent Uses: Compiling statistics relating to the administration of the Act.
Retention and Disposal Standards: Two years after last action.
RDA Number: 98/001
Related PR#: STM PRN 930
TBS Registration: 001680
Bank Number: STM PPU 030

Mailing Lists
Description: This bank contains the names, addresses and telephone numbers and is organized by areas of specialties or interest.
Class of Individuals: Public, media, academics, professionals, museological associations, etc.
Purpose: To communicate and promote our Museums programs, services and special activities.
Consistent Uses: To inform and distribute materials to individuals and groups of interest.
Retention and Disposal Standards: Until superceded.
RDA Number: 98/001
Related PR#: STM STA 010
TBS Registration: 002769
Bank Number: STM PPU 015

Memberships
Description: This bank contains the names, addresses, telephone numbers and credit card number of members.
Class of Individuals: General public.
Purpose: The purpose of this bank is to maintain a record of members, their preferences and special interests for museum related programs and activities.
Consistent Uses: This bank is used to maintain and renew memberships, and to seek new members.
Retention and Disposal Standards: Destroyed two years after last administrative action.
RDA Number: To be determined
Related PR#: STM STA 010
TBS Registration: 003912
Bank Number: STM PPU 040

Requests Under the Access to Information Act
Description: Contains formal requests made under the Access to Information Act by individuals for access to records, the replies to such requests and all records relating to their processing. If applicable, includes information on exemptions claimed, interventions of third parties, complaints received, reports and recommendations of the Information Commissioner and litigation in the Federal and Supreme Courts.
Class of Individuals: Individuals requesting information under the Access to Information Act.
Purpose: To process requests.
Consistent Uses: Compiling statistics relating to the administration of the Act.
Retention and Disposal Standards: Two years after last action.
RDA Number: 98/001
Related PR#: STM PRN 930
TBS Registration: 000378
Bank Number: STM PPU 020

Volunteers
Description: This bank contains the names of volunteers who have offered to assist with various activities or events. The addresses, telephone numbers and preferred tasks are also included.
Class of Individuals: General public.
Purpose: The purpose of this bank is to maintain a record of volunteers, their preferences for volunteer activities or events.
Consistent Uses: This bank is used to select volunteers for suitable placement in support of CSTMC activities or events and to record their participation.
Retention and Disposal Standards: Destroyed two years after last administrative action.
RDA Number: To be determined.
Related PR#: STM STA 010
TBS Registration: 003911
Bank Number: STM PPU 035

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Hospitality

Personnel Security Screening

Relocation

Travel

Classes of Personal Information

Some CSTMC files summarized in the Program Records contain personal information which is not used in a decision-making process directly affecting the individual to whom it relates. Examples are: inquiries about CSTMC collections, programs and services, information and advice

given to individuals by the Corporation's employees about museums and museum objects.

These classes of personal information are kept on the relevant subject files and are not identifiable by name of the individual or other personal identifier. To retrieve these classes of personal information, CSTMC would need as much detail as possible about the subject matter, the geographic location and the time the information would have come to the Corporation.

The retention periods for these classes of personal information are the same as those for the subject files containing the information.

Manuals

- Corporate Policy Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please note: Requests made to the Canada Science and Technology Museum Corporation under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Canada Science and Technology Museum Corporation.

Requests for further information about the Corporation, its museums, and its various programs and functions may be directed to:

Communications and Marketing Canada Science and Technology Museum
1867 St. Laurent Boulevard
P.O. Box 9724, Station T
Ottawa, Ontario K1G 5A3

Telephone: 613-990-6302

Communications, Marketing & Farm Operations
Canada Agriculture Museum
Central Experimental Farm
930 Carling Ave.,
P.O. Box 9724, Station T
Ottawa, Ontario K1G 5A3

Telephone: 613-996-7812

Communications and Marketing
Canada Aviation Museum
11 Aviation Parkway
P.O. Box 9724, Station T
Ottawa, Ontario K1G 5A3

Telephone: 613 -993-4243

Reading Room

The Corporation's libraries have been designated under the Access to Information Act as public reading rooms. The addresses are:

Library
Canada Science and Technology Museum
2380 Lancaster Road
Ottawa, Ontario K1B 3W9

Telephone: 613-991-2982

Library
Canada Aviation Museum
11 Aviation Parkway
Ottawa, Ontario K1K 4R3

Telephone: 613-993-2303

Canadian Air Transport Security Authority

Chapter 26

General Information

Background

The creation of the Canadian Air Transport Security Authority (CATSA) stems from the Government of Canada's commitment to enhance air transportation security in response to the tragic events of September 11, 2001. CATSA came into force on April 1, 2002, upon the passage of the Canadian Air Transport Security Authority Act (Bill C-49). CATSA is a Crown Corporation based in the National Capital Region. It reports to Parliament through the Minister of Transport.

Responsibilities

The Canadian Air Transport Security Authority (CATSA) is responsible for:

Pre-board screening of passengers and their belongings at Canadian Airports.

In the screening process, passengers and their carry-on baggage are examined to prevent a passenger from transporting a prohibited item, such as a knife, firearm, incendiary device, or explosive, onto the plane. CATSA is responsible for ensuring that passengers are screened at Canadian airports.

Acquisition, deployment, operation and maintenance of Explosives Detection Systems (EDS).

Through the use of high-tech Explosives Detection Systems (EDS) equipment, CATSA is responsible for screening checked baggage at Canadian airports. This responsibility includes purchasing, installing, operating and maintaining the equipment.

Screening of Non-Passengers in restricted areas.

CATSA implemented a system for the random screening of non-passengers accessing restricted areas at Canadian airports. The screening applies to individuals such as airline personnel, airport employees, refuelers, caterers and maintenance personnel. CATSA's role includes the administration of the program, training of screening personnel and the purchase, deployment, operation and maintenance of all screening equipment.

Implementation of a Restricted Area Identity Card (RAIC).

Together with Transport Canada and Canadian airports, CATSA is implementing an enhanced restricted area identity card for all non-passengers working in a restricted area at the airport. Biometrics and centralized databanks will allow CATSA to track, in real time, the issuance, verification and cancellation of RAICs.

The Canadian Air Carrier Protective Program (CACPP).

CATSA is responsible for working with the Royal Canadian Mounted Police (RCMP) for the Canadian Air Carrier Protective Program. CATSA provides funding to the RCMP to place specially-trained police officers onboard Canadian commercial aircrafts. This program covers selected domestic, transborder and international flights, and all flights to Reagan National Airport in Washington, D.C.

Contributions toward airport policing costs.

In the aftermath of 9/11, new measures were implemented at airports to increase police presence. CATSA provides funding, under contribution agreements, to airports that are required by Transport Canada regulations to maintain an enhanced police presence.

Legislation

- Canadian Air Transport Security Authority Act
- FAA, Schedule III, part I

Organization

The President and Chief Executive Officer (CEO)

The President and CEO plays a pivotal role in positioning CATSA strategically, both at the national and the international levels. The President and CEO is also responsible for ensuring that the organization receives all it needs to execute its mandate. By managing the organization's corporate requirements, by establishing priorities, by administrating the corporate growth and by liaising with his national and international counterparts and with other security and intelligence agencies, the President

and CEO ensures that CATSA's mission and vision are carried out. As well, the following groups/ directorates report directly to the Office of the President and CEO:

Office of the President and CEO and Executive Vice-President and COO

Operates under the general direction provided by the President/CEO-EVP/COO. Maintains an essential communication link between the Office of the President/CEO-EVP/COO and high-level representatives of different levels of government and the private sector. Provides assistance and advice for the President/CEO-EVP/COO on organizational files, ongoing activities and the political and economic climate. Directs the planning and scheduling of the President/CEO's agenda. Manages all strategic and operational planning, budgeting and human/financial resources allocated to the President/CEO-EVP/COO's office.

The directorate is responsible for the following divisions:

Internal Audit

The Internal Audit division is responsible for independent appraisal of CATSA's internal controls by reviewing activities to ensure they are carried out as intended. The scope of the work is to determine whether the company's network of risk management, control, and governance processes, as designed and represented by management, is adequate and functioning in a proper manner. The Internal Audit division has unrestricted and unfettered access to the Audit Committee Chair.

Access to Information and Privacy

The Access to Information and Privacy division is responsible for the administration of the Access to Information and Privacy legislations and privacy impact assessments requirements.

Executive Services

Provide support to the CEO and EVP, which includes attending conferences, events and meetings with the CEO, conducting research and providing recommendations. Draft and edit speeches, speaking notes, briefing notes, PowerPoint presentations and correspondence for or on behalf of the CEO. Develop and maintain internal and external contacts. Prepare activity reports and status reports for Board meetings. Produce current, relevant and innovative research products on subjects such as terrorism, terrorist methods, threats to civil aviation, and suicide terrorism. Disseminate research results to CATSA employees, other government departments, service providers, airport operating agencies and the general public.

Corporate Secretary

The Office of the Corporate Secretary resides under the President and CEO. It supports the Board of Directors by providing all necessary support to the Board of Directors, including providing support for all Board and Committee meetings. The Corporate Secretary is the focal point for communication with the Board of Directors and senior management. The Corporate Secretary also assists directors and senior management in determining and implementing corporate governance principles based on best practices for Crown Corporations. The Corporate Secretary also provides legal advice to the Board of Directors at meetings and liaises with the Legal Services directorate on behalf of the Board. It is also responsible for the monitoring, investigating and reporting requirements related to the organization's code of conduct – including conflict of interest, harassment and wrongdoing.

The Executive Vice-President and Chief Operating Officer (COO)

The Executive Vice-President and COO is CATSA's representative for the operations and as such is responsible for the day-to-day operations of the organization. The COO plays an essential role in helping CATSA achieve its mandate by leading the development of operational deliverables for the organization as a whole and by ensuring that the corporate strategy and direction are followed.

Office of the Vice-President and Chief Financial Officer (CFO)

The Vice-President and CFO is responsible for the following directorates:

Procurement and Contracting

The Procurement and Contracting Division is responsible for all contracting and related activities at CATSA and provides advice on contracting matters to the organization.

Finance

The Finance directorate is responsible for ensuring the provision of advice, services and support in the

areas of financial planning, accounting operations and asset management.

Office of the Vice-President of Operations

The Vice-President of Operations is responsible for the following directorates:

Screening Operations

The Screening Operations directorate is responsible for several programs such as pre-board screening, hold baggage screening and audits of Screening Provider compliance against Standard Operating Procedures. This directorate plays a pivotal role in monitoring service delivery, security and regulatory compliance and in managing all regional operational issues. This directorate's responsibilities also include, negotiation, interpretation and administration of service provider contracts, provider scheduling and the administration of invoicing for service provider contracts, and the uniform program

National Coordination

The National Coordination directorate is responsible for the administration and management of CATSA's role in the Canadian Air Carrier Protective Program (CACPP) and the enhanced airport policing. This directorate also provides expertise in information and trend analysis, emergency preparedness, performance measurement reporting and management of passenger complaints. CATSA's Security Communication Centre which is responsible for reporting on security incidents is also part of this directorate. This directorate is also responsible for the management, planning, implementation and the analysis reporting of the Non-passenger Screening (NPS) program, the development, implementation and review of the standard operating procedures as well as CATSA's operating plan. It is also responsible for regulatory affairs. This function includes ensuring cost, benefit and risk analysis of regulatory changes and providing advice and interpretations of regulations.

Office of the Vice-President and Chief Technology Officer (CTO)

The Vice-President and Chief Technology Officer is responsible for the following directorates:

Project Management & Technology:

The Project Management directorate is responsible for supporting capital projects throughout the organization, as well as maintaining project charters and the secretariat for the Capital Committee. The Technology directorate is responsible for the equipment implementation and maintenance in terms of technical delivery, procurement, deployment of screening equipment, equipment testing and evaluation, technical writing and technical support and compliance.

Technical Programs

The Technical Programs directorate is responsible for three areas of expertise:

Pass cards – including Restricted Area Identity Card (RAIC) program, Information Management and Information Systems and Technology.

Implementation of a Restricted Area Identity Card (RAIC).

Together with Transport Canada and Canadian airports, CATSA is implementing an enhanced restricted area identity card for all non-passengers working in restricted areas of the 29 major airports. Fingerprint and iris biometrics along with centralized databanks ensure that only individuals with a positive identity match that have a valid security clearance will gain access to the airport restricted areas. The system also allows for enhanced tracking of issuance, verification and cancellation of RAICs.

Information Systems & Technology:

The Information Systems and Technology (IST) division supports the organization in the areas of application development and support, database administration, business intelligence, infrastructure, help desk and network services and plays an essential role in CATSA's business and web technologies.

Information Management

The Information Management division is responsible for providing advice, guidance, retention and disposition practices and operational support for the delivery of Information Management/Document Management to all CATSA employees.

Office of the Vice-President of Law and Strategy

The Vice-President of Law and Strategy is responsible for the following directorates:

Communications

The Communications directorate is responsible for supporting the organization in terms of media relations, strategic external and internal communications, translation, editing and website content. This directorate also provides expertise with respect to marketing, advertising, public opinion research, and the federal identity program and official languages. The Communications directorate's responsibilities also include media monitoring and the production of CATSA's monthly newsletters. In addition, the Communications directorate is responsible for government and stakeholder relations including parliamentary and inter-governmental affairs.

Strategic and Business Planning

The Strategic and Business Planning directorate is responsible for formulating the corporate strategy, including the development of the corporate plan. The directorate is also responsible for the Annual report and other statutory requirements. It develops CATSA's policy response to Transport Canada, other governmental initiatives and proposed legislation changes and various international initiatives in the area of aviation security. It is also responsible for the development and maintenance of a performance measurement system, risk management and CATSA's insurance portfolio.

Legal Services

The Legal Services' directorate is responsible for supporting the organization in providing advice and counsel on legal issues and commercial contracting expertise. This directorate is also responsible for ensuring the proper investigation of public claims made against the organization.

Office of the Vice-President of People

The Vice-President of People is responsible for the following directorates:

The People directorate is responsible for the following divisions:

Human Resources

Human Resources work in partnership with all parts of CATSA to enable them to successfully meet their human resources requirements such as resourcing, payroll and benefits, and job evaluation

Organizational Effectiveness

Organizational Effectiveness is responsible for the Employee Pride and Recognition Program, various staff retreats and facilities management, which includes facility operations/maintenance, leases and daily maintenance.

Learning and Performance

Learning and Performance Group is responsible for CATSA's training centers and training programs.

The Quality directorate is responsible for the following divisions:

Quality

Responsible for the internal assessments of CATSA's operations, or assistance in the development of processes and procedures in accordance with quality principles. This includes Quality Assurance, the development of an Accreditation Program for Screening Providers, and the development of the CATSA Security Management System. It is also responsible for the external assessments of CATSA's operations. This includes third party Program Evaluations that are carried out in accordance with the Treasury Board Secretariat Evaluation Policy and third party Independent Verification and Validation of EDS equipment installation projects.

Research and Best Practices

Responsible for gathering information on the following topics: security trends and threats; national and international policies and procedures; security management; operational effectiveness; security technology; security needs; influences on the aviation security environment and best practices. Also responsible for fostering relationships with existing and new stakeholders and/or potential new strategic partners, liaising with the security research community and the information centre.

Corporate Security and Emergency Preparedness

The Corporate Security division is responsible for developing, implementing, maintaining, coordinating and monitoring a departmental security program consistent with the Government Security Policy (GSP) and its operational standards. Important components of this program include, access control, security in contracting, training and awareness, personnel security screening for clearances, identification of assets, designation of sensitive information and working closely with other like agencies to ensure a resilient and effective corporate security program.

The Emergency Preparedness and Business Continuity Program (EP & BCP) was developed to ensure CATSA's readiness for and ability to deal with an emergency and/or site impacting crisis. The components of this program include; threat and risk assessment, business impact analysis, emergency response plan, crisis communication plan, as well as continuous improvement and readiness. CATSA works closely with the Public Safety organization to ensure a resilient and up to date program for the corporation.

Information Holdings

Program Records

Access to Information and Privacy
Description: Information pertaining to requests made under the Access to Information Act and the Privacy Act for access to records under the control of the agency, as well as information concerning the administration of this legislation.
Topics: Access requests, privacy requests, complaints, Federal Court cases, consultations, policies and procedures, statistical information, reports, training; Info Source.
Access: Files are arranged by case/function and date.
Program Record Number: AF1

Board of Directors Secretariat
Description: Information on briefings for Board of Directors meetings; Minutes and resolutions of the Board.
Topics: Board of Directors meetings.
Access: Files are arranged by function and date.
Program Record Number: MF1

Communications
Description: Information on the agency's media/public relations, planning and assessment activities, media monitoring.
Topics: Inquiries; media relations; news clippings; communication plans; employee newsletters; news releases; speeches; correspondence.
Access: Files are arranged by function and date.
Program Record Number: MF4

Contract, Legal and Regulatory Affairs
Description: Contracting and procurement; legal counsel and advice; regulatory liaison with Transport Canada and other government departments, national and international air security regulatory bodies; input to national and international civil aviation security rules, regulations, policies and guidelines;
Topics: Contracting and procurement; legal counsel and advice; Regulatory amendments;
Access: Files are arranged by function and date.
Program Record Number: MF5

Equipment Implementation and Maintenance
Description: Information on screening equipment; equipment procurement; equipment maintenance and installation; testing and evaluation of systems.
Topics: Explosives Detection Systems (EDS); trace machines; equipment purchase, installation and maintenance.
Access: Files are arranged by case/function and date.
Program Record Number: OF4

Ethics & Security
Description: Information on values and ethics code of conduct; conflict of interest; harassment policy; corporate security; internal auditing.
Topics: Ethics; code of conduct; conflict of interest; harassment; corporate security; audit.
Access: Files are arranged by function and date.
Program Record Number: AF1, AF5

Facilities Management
Description: Information on facilities at headquarters; regional centres; regional managers' offices.
Topics: Facility Operations/Maintenance; leases; maintenance, purchase, warranties of all furniture, fixtures, equipment, space allocation; space planning/design; construction/renovation; assets control; health & safety; fire safety.
Access: Files are arranged by function and date.
Program Record Number: AF2

Finance
Description: Information on financial planning; financial forecasting and budgeting; accounting operations.
Topics: financial planning; forecasting and budgeting; goods and services.
Access: Files are arranged by case/function and date.
Program Record Number: AF4

Human Resources
Description: Information on job evaluation, organizational review/change, recruitment, staffing, compensation and salary administration, benefits and pension; performance management program.
Topics: Pay; benefits; pension plan; job evaluation; performance management; staffing.
Access: Files are arranged by case/function and date.
Program Record Number: AF5

Information Management
Description: Information on classification and management of corporate documents; incoming and outgoing mail; protection of security classified documents; develop and maintain retention and disposition schedules.
Topics: Classification; corporate documents; mail; retention and disposition.
Access: Files are arranged by function and date.
Program Record Number: AF1

Information Systems and Technology
Description: Information on website; business systems, applications and support.
Topics: Information technology; website; business systems; technical support; technical training.
Access: Files are arranged by function and date.
Program Record Number: AF1

Learning and Performance
Description: Information on the national training and certification program. Development and implementation of the program; design of pre-selection testing tools, training courses, on-the-job training program, certification process, recertification and continuous professional development programs for screening officers across Canada.
Topics: Pre-selection testing tools, training courses, on-the-job training program, certification process, recertification and continuous professional development; Learning Management Systems (LMS).
Access: Files are arranged by function and date.
Program Record Number: OF1

Non-Passenger Screening (NPS)
Description: Information on security screening of non-passengers such as airline personnel, airport employees, refuelers, caterers and maintenance personnel accessing restricted areas at airports.
Topics: Non-passenger screening; restricted area identity card.
Access: Files are arranged by function and date.
Program Record Number: OF1

Office of the President and CEO and Executive Vice-President and COO
Description: Information on the President and CEO's activities and on the EVP and COO's activities; Coordinates briefing material for the President and CEO and for the EVP and COO; Coordinates day-to-day operations of the President and CEO and the COO's office.
Topics: President and Chief Executive Officer and Executive Vice-President and COO; briefing notes; scheduling; corporate coordination.
Access: Files are arranged by function and date.
Program Record Number: MF1

National Coordination
Description: liaising with Transport Canada, other ministries and national and international organizations that regulate air safety; contributing to rules, policies, directives and national and international regulations with regards to civil aviation security.
Topics: changes in regulations.
Access: files have been classified by subject and by date
Program Record Number: OF1

Parliamentary Affairs
Description: Information on written and oral questions in Parliament and other information required by Parliament, its committees, or other government institutions.
Topics: Order Paper questions and petitions; question period; government and private members' bills; motions for the production of papers; parliamentary committees; tabling of annual reports and returns.
Access: Files are arranged by function and date.
Program Record Number: MF3

Pre-board Screening Program
Description: Information on pre-board screening of passengers and baggage; procedures related to security screening; emergency procedures; contracts for pre-board security screening services.
Topics: pre-board screening; hold baggage screening; standard operating procedures; emergency procedures; screening operations.
Access: Files are arranged by function and date.
Program Record Number: OF1

Public Affairs
Description: Information on public awareness, marketing initiatives; website content, promotional products; conventions and trade shows; public opinion research; federal Identity program; Official languages policy.
Topics: Official languages; public opinion research; federal identity program; marketing and promotions; public awareness.
Access: Files are arranged by function and date.
Program Record Number: MF4

Quality and Police Programs
Description: Information on the Canadian Air Carrier Protective Program (CACPP); aviation security-related policing at airports; liaison with all law enforcement agencies and other groups having involvement with the law enforcement and air security matters in Canada and abroad; quality

control of pre-board screening and hold baggage screening process.
Topics: Canadian Air Carrier Protective Program (CACPP); airport policing; law enforcement; national and international air security; quality control of pre-board screening (PBS) and hold baggage screening (HBS) systems.
Access: Files are arranged by function and date.
Program Record Number: OF2, OF5

Research and Best Practices
Description: Information on security research and best practices; business intelligence activities and operations research.
Topics: Security trends and threats; risk analysis; security technology; statistics; forecasts; customer service surveys; national and international policies and procedures; operational information management systems; performance metrics; security needs.
Access: Files are arranged by function and date.
Program Record Number: OF5, MF5

Restricted Area Identity Card (RAIC)
Description: Information on new pass system for non-passengers working in restricted areas at airports.
Topics: biometrics; restricted area identity card; non-passenger screening.
Access: Files are arranged by function and date.
Program Record Number: OF3

Strategic and Business Planning
Description: Information on policy development and strategic advice & analysis on legislative and policy initiatives; Treasury Board submissions; policies and frameworks for program evaluation and risk management; Corporate Plan and Corporate Plan Summary, the Annual Report, liaison with Cabinet committees; Research on national and international policy initiatives, studies; international conferences.
Topics: Treasury Board Submission; Corporate Plan; Annual Report; Policy analysis and Strategic planning; risk management; program evaluation.
Access: Files are arranged by function and date.
Program Record Number: MF2

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Administration and Management Services

Automated Document, Records, Information Management Systems

Business Continuity Plans (BCP)

Hospitality

Human Resources

Proactive Disclosure

Physical Security

Travel

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records, Information Management Systems

Business Continuity Planning

Executive Correspondence Management Systems

Hospitality

Internal Disclosure of Wrongdoing in the Workplace

Personnel Security Screening

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Manuals

- Aerodrome Security Measures
- Air Carrier Security Measures
- Benefit and Pension Contracts
- Canadian Aviation Security Regulations
- Canadian Institute of Chartered Accountants Handbook outlining generally accepted accounting principles
- CATSA Code of Ethics and Conduct
- CATSA contracting policy
- CATSA Regulatory Reference Manual
- Employee Guidelines
- Government Security Policy
- Hold baggage Screening: Instructor Guide
- Human Resources Framework
- Information Management Framework

- Operational Policy Bulletins
- Point Leader: Instructor Guide
- Pre-board Screening Manual: Instructor Guide
- Pre-Board Screening Operations Manuals
- Proficiency requirements for comprehensive auditing, a guide for practitioners
- Screening Officer – Level 1
- Screening Officer – Level 1: Instructor Guide
- Screening Officer – Level 2:
- Screening Officer – Level 2: Instructor Guide
- Screening Officer – Level 3: Instructor Guide
- Screening Operations Bulletins (formerly Pre-Board Screening Operations Bulletins)
- Security and Emergency Awareness Session
- Standard Operating Procedures (for pre-board screening and hold baggage screening)
- Technical Security standards for Information Technology
- Train The Trainer New: Instructor Guide
- Train The Trainer Update: Instructor Guide
- Value-for-Money Auditing Self Study Guide & Audit regime in Crown Corporations

Additional Information

Please note: Requests made to the Canadian Air Transport Security Authority under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Canadian Air Transport Security Authority.

CATSA headquarters are located at:

99 Bank Street, 13th floor
Ottawa, Ontario K1P 6B9

Telephone: 1-888-294-2202
Internet: www.catsa-acsta.gc.ca

Reading Room

99 Bank Street, 13th floor
Ottawa

Canadian Artists and Producers Professional Relations Tribunal

Chapter 27

General Information

Background

The Canadian Artists and Producers Professional Relations Tribunal was created pursuant to the Status of the Artist Act which received Royal Assent in June 1992. The provisions of the Act creating the Tribunal were brought into force in June 1993. The first members of the Tribunal were appointed in March 1995 and the Tribunal has been operational since the substantive provisions of the Act were brought into force in May 1995.

One of the most important features of the Status of the Artist Act is that it establishes a framework for the conduct of professional relations between independent professional artists and producers within the federal jurisdiction.

The Act guarantees the right of artists to join associations that can represent their professional interests and gives them a mechanism through which to advance their socio-economic interests by guaranteeing the right to bargain collectively with producers for the purpose of reaching agreement on the minimum terms and conditions under which an artist will provide services to those producers. The Act also permits producers to form associations for the purposes of bargaining and entering into scale agreements.

Responsibilities

The Tribunal is the independent quasi-judicial agency established to administer the framework governing professional relations between self-employed artists and producers under federal jurisdiction that is prescribed by the Status of the Artist Act. The Tribunal's principal responsibilities are to define sectors of cultural activity suitable for collective bargaining between artists' associations and producers within the Tribunal's jurisdiction and to certify artists' associations to represent self-employed artists working in these sectors; and to deal with complaints of unfair labour practices and other matters brought forward by artists, artists' associations and producers and to prescribe appropriate remedies for contraventions of Part II of the Act.

The Tribunal reports to Parliament through the Minister of Labour. However, certain provisions of the Act specify a role for the Minister of Canadian Heritage.

Legislation

- Status of the Artist Act
- Status of the Artist Act Professional Category Regulations
- Canadian Artists and Producers Professional Relations Tribunal Procedural Regulations

Organization

The Tribunal is composed of a Chairperson, a Vice-chairperson and not less than two or more than four other full-time or part-time members. The Chairperson is the Chief Executive Officer of the Tribunal and is responsible for the management of the staff and supervision of the work of the Tribunal.

Information Holdings

Program Records

Adjudication Files
Description: These records contain the documentation related to the processing of applications and complaints filed by artists, artists' associations and producers with the Tribunal pursuant to the Status of the Artist Act and include public notices, evidence, exhibits, submissions and in some cases transcripts of hearing proceedings, Tribunal decisions and notices of proceedings before higher courts.
Topics: Documents include applications for: certification, determination/declaration, review, consent to prosecute, judicial review as well as complaints, notices to bargain and scale agreements.
Access: Files are arranged by case file, ie. numerically according to the year of application.
Format: Paper.
Program Record Number: CAPPRT LEG 1300

Reports and Bulletins
Description: Monthly reports on developments in the arts and cultural industries generally including copyright, the broadcasting industry, technological and industrial developments with respect to the Internet; bulletins reporting on the Tribunal's adjudicative and other activities.
Topics: Monthly reports include analysis of copyright, the broadcasting industry, technological and industrial developments with respect to the Internet; the Bulletin provides a summary of decisions issued by the Tribunal, information on developments at the Tribunal and details on a variety of matters of interest to parties bargaining under the Status of the Artist Act.
Access: Files arranged by date.
Format: Paper.
Program Record Number: CAPPRT REP 1700

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Budgets

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Finance

Furniture and Furnishings

Hospitality

Human Resources

Occupational Health, Safety and Welfare

Official Languages

Pensions and Insurance

Personnel

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Vehicles

Particular Personal Information Banks

Mailing List
Description: This bank contains the names, addresses and telephone numbers of individuals and arts organizations.
Class of Individuals: Members of the public, media, lawyers, arts professionals, academics.
Purpose: To communicate Tribunal decisions and public announcements to interested members of the public.
Consistent Uses: To inform and distribute materials to individuals, arts organizations and cultural industries.
Retention and Disposal Standards: Mailing list is updated at the request of persons and organizations and when mail returned is unopened.
RDA Number: To be determined
Related PR#: CAPT LEG 1300, CAPT REP 1700
TBS Registration: 004348
Bank Number: CAPPRT PPU 001

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Hospitality

Personnel Security Screening

Relocation

Travel

Classes of Personal Information

In the course of conducting programs and activities, categories of personal information may be accumulated and stored as part of specific adjudication files and may not be retrieved by name of the individual or other personal identifier. Such personal information may be gathered in the course of conducting a hearing or other activity. This form of personal information is retrievable only if specifics are provided concerning the nature of the matter, the date, or the parties involved. The retention period for this class of personal information is controlled by the record schedules of the general subject files in which they are stored.

Adjudicative files are retained for thirty years after the last administrative action.

Manuals

- Tribunal Procedures

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Canadian Artists and Producers Professional Relations Tribunal, its programs and functions, may be directed to:

Access to Information and Privacy Coordinator
Canadian Artists and Producers Professional Relations Tribunal
240 Sparks Street, 1st Floor West
Ottawa, Ontario K1A 1A1

Telephone: 613-996-4052
Toll-free: 1-800-263-2787
E-mail: info@capprt-tcrpap.gc.ca
Internet: www.capprt-tcrpap.gc.ca

Reading Room

In accordance with the Access to Information Act, an area on the premises of the Tribunal offices has been designated as a public reading room. The address is:

240 Sparks Street, 1st Floor West
Ottawa, Ontario K1A 1A1

Telephone: 613-996-4052
Toll-free: 1-800-263-2787

Canadian Centre for Occupational Health and Safety

Chapter 28

General Information

Background

The Canadian Centre for Occupational Health and Safety (CCOHS) is a corporation under Schedule II of the Financial Administration Act, created by Parliament in April, 1978 to act as a national institute to promote the rights of Canadians to a healthy and safe working environment. It is governed by a Council of Governors representing labour, employers and federal, provincial and territorial governments.

Responsibilities

CCOHS promotes a healthier and safer workplace by providing a free occupational health and safety inquiries service to Canadians in both official languages while providing a cost recovery print and electronic information delivery service. The cost recovery service includes publications, training, online electronic services in various formats (CD-ROM, Web, Intranet, magnetic tape).

Specialized services are also offered containing the full text of occupational health and safety and environmental legislation, and regulatory and advisory information on chemicals in the workplace and the environment.

Legislation

- Canadian Centre for Occupational Health and Safety Act
- Financial Administration Act, Schedule II

Organization

CCOHS is a corporation under Schedule II of the Financial Administration Act. Its policies are established by the Council of Governors, which consists of a chairman and 12 representatives from labour, employers' organizations, and the federal, provincial and territorial governments. It meets three times a year. The Chairman is appointed by federal Order-in-Council. The President and Chief Executive Officer supervises and directs the work and staff of the Centre.

There are five departments through which the program is delivered.

Corporate Management

Provides the direction and management of operations at CCOHS.

Inquiries Service

Responds directly to occupational health and safety inquiries from the public.

Health and Safety Products and Services

Provides occupational health and safety products and services to businesses, labour organizations, governments media, and health and safety professionals.

Marketing, Sales & Communications

Provides the promotion, communication, client service and technical support for the products available from CCOHS.

Computer Systems and Services

Provides the technical structure and support services for the production and promotion of occupational health and safety products.

Information Holdings

Program Records

Databases accessible through CCOHS' electronic services:
Description: CHEMINDEX--This is a convenient guide to information resources on over 200,000 chemicals, including CAS registry numbers, chemical names and synonyms that indicate which CCOHS databases contain information on that substance.
Topics: Chemicals
Access: By subject
Format: Electronic
Program Record Number: OHS HSP 035

Material Safety Data Sheet (MSDS) and its French counterpart FTSS
Description: contain more than 250,000 material safety data sheets as supplied by more than 600 contributors. Users can search for MSDSs by product name, manufacturer or supplier; MSDSs are the most recent available from suppliers. Monthly updates are provided on the internet or as

an updated DVD or CD-ROM every three months. More than 60,000 MSDSs are added and removed each quarter to ensure clients are provided with the very latest information available.
Topics: Material Safety Data Sheet
Access: By product
Format: Electronic
Program Record Number: OHS HSP 001

CHEMINFO
Description: A database collection of authoritative, evaluative chemical profiles. Each of the over 1,300 profiles provide a detailed evaluation of health, fire and reactivity hazards, and recommendations on topics such as storage, handling, personal protective equipment, accidental release, first aid and hazard classifications including WHMIS and OSHA. CHEMINFO helps our Canadian and international clients deliver informed and accurate responses to specific chemical questions, recommend safe handling and storage procedures, develop respiratory protection and other PPE programs, conduct workplace risk assessments, assist in developing emergency preparedness plans and in responding to hazardous materials incidents, among other activities.
Topics: Chemicals
Access: By subject
Format: Electronic
Program Record Number: OHS HSP 002

Chemical Evaluation Search and Retrieval System (CESARS)
Description: A database that contains more than 800 chemical profiles with comprehensive environmental and health information. CESARS provides detailed descriptions of chemical toxicity to humans, mammals, aquatic and plant life, as well as data on physical-chemical properties, and environmental fate and persistence. Each of the 23 sections contains references and most have topic summaries of key information.
Topics: Chemicals
Access: by subject
Format: Electronic
Program Record Number: OHS HSP 016

Conflict of Interest
Description: This bank contains disclosures by employees concerning potential conflict of interest situations, investigation reports and correspondence about potential and actual employee conflicts between the private interests or holdings of employees and their official duties.
Topics: Conflict of Interest
Access: By name
Format: Manual – paper records
Program Record Number: OHS HR 001

Domestic/Non-Domestic Substances List (DSL/NDSL)
Description: is a Canadian regulatory inventory including nearly 70,000 world-wide commercial chemical substances. Useful for chemical manufacturers, suppliers and importers needing to identify whether a chemical substance is considered existing or new to Canada, in accordance with Canadian Environmental Protection Act (CEPA) guidelines.
Topics: chemical
Access: by subject
Format: Electronic
Program Record Number: OHS HSP 018

New Jersey Hazardous Substance Fact Sheets (NJHSFS)
Description: provides workers, employers, emergency responders, and others with essential information on the hazards and safe use of more than 1,000 industrial chemicals and environmental contaminants. Easy-to-understand fact sheets contain basic summarized information on the health and environmental hazards, safe storage, handling, control measures, first aid, and emergency procedures for common chemicals. Useful glossary of terms, plus basic questions and answers are included in each fact sheet.
Topics: chemicals
Access: by subject
Format: Electronic
Program Record Number: OHS HSP 026

Chemical Hazards Response Information System (CHRIS)
Description: This database provides emergency response and hazard information on 1,300 chemicals identified by the US Coast Guard. CHRIS includes practical response recommendations and extensive lists of hazard ratings and classifications for hazardous materials transport, water shipment, water pollution and more.
Topics: chemicals
Access: by subject
Format: Electronic
Program Record Number: OHS HSP 031

The Transport of Dangerous Goods (Transport TDG) database
Description: contains approximately 2,500 records on regulatory and other information related to the transportation of dangerous goods (excluding

explosives) in Canada. The database contains records for dangerous goods provide proper shipping names and identification numbers, hazard classifications, regulated limits, as well as special provisions for transport. In addition, the North American Emergency Response Guidelines for materials include information on potential health, fire or explosion hazards, public safety and first-aid recommendations, plus immediate actions for fire, spill or leak situations.

The Transport of Hazardous Materials (TRANSPORT 49CFR) database
Description: contains regulatory and other information related to the transportation of hazardous materials in the United States of America. This database includes key transport information for approximately 4,000 regulated materials, including hazard classes, labels and special provisions for transport. In addition, the North American Emergency Response Guidelines for each hazardous material is provided, including potential health, fire or explosion hazards, public safety and first-aid recommendations, plus immediate actions for fire, spill or leak situations.
Topics: transport
Access: by subject
Format: Electronic
Program Record Number: OHS HSP 022

CANADIANA is a bibliographic database
Description: which includes a unique collection of Canadian occupational health and safety information, with references to Canadian research reports and studies, plus journal articles, conference proceedings and unpublished materials. CANADIANA provides users with an essential source of Canadian-related information, including French-language literature.
Topics: Health and safety information
Access: by subject, by author
Format: Electronic
Program Record Number: OHS HSP 7

CISILO, a bibliographic database
Description: with references to international occupational health and safety literature, is produced by International Occupational Safety and Health Information Centre/Centre international d'informations de sécurité et d'hygiène du travail (CIS) in Geneva. CIS scans more than 400 journals annually on basic safety and health topics.
Topics: bibliographic health and safety
Access: by subject, author, or journal
Format: Electronic
Program Record Number: OHS HSP 013

INRS-bibliographie
Description: French bibliographic database covering the international literature available on the prevention of occupational hazards. Emphasis is placed on french-language literature.
Topics: bibliographic health and safety
Access: by subject, author or journal
Format: Electronic
Program Record Number: OHS HSP 021

HSELINE
Description: A database containing more than 200,000 citations with abstracts to worldwide literature on occupational safety and health. It covers all U.K. health and safety commission and health and safety executive publications as well as a wide range of periodicals, books, conference proceedings, reports, and legislation. It is predominantly oriented towards safety and industrial hazards.
Topics: bibliographic health and safety
Access: by subject by author or journal
Format: Electronic
Program Record Number: OHS HSP 033

OSHLINE™ with NIOSHTIC®-
Description: With over 10,000 records, the OSHLINE™ bibliographic database provides authoritative, up-to-date coverage and concise summaries of published, peer-reviewed OSH-related literature from around the world. Approximately 1,000 new references are added to OSHLINE every three months. In addition, NIOSHTIC provides bibliographic references with summaries of over 200,000 other top international, peer-reviewed health and safety publications, including journal articles, research reports, books, studies and more, from the U.S. National Institute for Occupational Safety and Health (NIOSH).
Topics: bibliographic health and safety
Access: by subject, author, or journal
Format: Electronic
Program Record Number: OHS HSP 008

RTECS® – The NIOSH Registry of Toxic Effects of Chemical Substances (RTECS)
Description: database provides critical toxicological information with citations from more than 2,500 international journals, textbooks, technical reports, scientific proceedings and compendia. RTECS is an authoritative source for chemical hazard information, with more than 150,000 substances with approximately 400,000 chemical names and synonyms plus over 120,000 unique CAS numbers.
Topics: bibliographic health and safety

Access: by subject, author or journal
Format: Electronic
Program Record Number: OHS HSP 12

NIOSH Pocket Guide to Chemical Hazards (NPG) 5th Greenbook Edition
Description: An internationally recognized reference database for evaluating workplace chemical hazards. The NPG database offers concise, industrial hygiene data for nearly 700 chemicals, including symptoms of exposure, exposure limits, respirator selections and protective measures.
Topics: chemicals
Access: by subject
Format: Electronic; hardcopy
Program Record Number: OHS HSP 034

Canadian EnviroOSH Legislation
Description: A series of documents that provide the complete text of all Canadian health, safety and environmental legislation, as well as critical guidelines and codes of practice in one complete collection. Canadian enviroOSH Legislation gives Canadians immediate access to their rights and responsibilities in health, safety and the environment, providing one-stop access to quality-assured information for all Canadian jurisdications. The "Plus Standards" series of databases also contain the complete text of all documents, enabling users to determine the context of the information and how it applies to their situation. From legislation documents, users can click and go directly to the complete text of those referenced standards from the Canadian Standards Association (CSA) and the Canadian General Standards Board (CGSB).
Topics: legislation
Access: by subject
Format: Electronic; paper
Program Record Number: OHS HSP 060

Unjust Dismissal
Description: Updated semi-annually, the Human Resources Development Canada (HRDC) – Labour Program CD-ROM provides details of cases under the Canada Labour Code (CLC). It includes information regarding the employer/ employee, type of industry/occupation, and summaries of decisions made at various stages of the proceedings.
Topics: Unjust dismissal
Access: by subject
Format: Electronic
Program Record Number: OHS HSP 009

TOXLINE® on CCINFOdisc I
Description: A collection of toxicological information from the U.S. National Library of Medicine (NLM), containing over 1,000,000 references to published material and research in progress in the areas of environmental pollution, chemical testing, agents causing birth defects, food and water contamination, carcinogenic effects and occupational hazards and more. It includes references from 15 secondary sources for 1981 to present.
Topics: toxicological
Access: by subject
Format: Electronic
Program Record Number: OHS HSP 11

HSDB®–
Description: A key reliable resource on hazardous chemicals, this database provides comprehensive, peer-reviewed data profiles (150 fields) on more than 4,500 potentially toxic chemicals, created and updated by the U.S. National Library of Medicine. Also, this database includes a wide range of standards, guidelines and regulatory data for use by environmental workplace and transport personnel. HSDB is an excellent source of hard-to-find data for chemicals on topics including toxic effects, environmental fate, and accident reports.
Topics: chemicals
Access: by subject
Format: Electronic
Program Record Number: OHS ISS 055

ILO Encyclopedia of Occupational Health & Safety – CCOHS
Description: A Web-based version of the International Labour Organisation's (ILO) comprehensive encyclopedia of occupational health and safety, giving easier access to the most authoritative, comprehensive and easy-to-understand coverage of the core and allied fields encompassing occupational health and safety. This database contains 1,000 articles written by internationally recognized experts, including critical information on more than 2,000 chemicals plus a comprehensive international directory of authors and contributors.
Topics: health and safety
Access: by subject
Format: Electronic
Program Record Number: OHS HSP 072

IPCS INCHEM
Description: The IPCS INCHEM collection of databases offers quick and easy access to thousands of searchable documents related to

the sound management of chemicals. It is an invaluable resource for all safety professionals and those concerned with the safe use of chemicals. IPCS INCHEM databases bring together the most current peer-reviewed publications and database records from the world's top international bodies. It is now freely accessible via the Internet or for a $250 annual investment for single or multi-user CD-ROM subscriptions.
Topics: chemical management
Access: by subject
Format: Electronic
Program Record Number: OHS HSP 038

IPCS INTOX
Description: This Databank and Poison Centre Software are essential tools for poison centres and related units concerned with preventing, recording, evaluating, diagnosing, treating and reporting on chemical emergencies. Both these database-driven tools allow professionals to: respond rapidly to poisonings by their being able to rapidly retrieve and present essential information about the toxic agents and their effects; record and manage data systematically; plus, respond quickly to emergency inquiries regarding poisons and access information from more than 100 experts and those responding to emergencies concerning toxic exposures. The IPCS INTOX Programme provides a forum for collaboration between experts and those responding to emergencies concerning toxic exposures. Being part of this expanding global network is an important benefit for participants, as they are able to share information via the INTOX global network. The programme has been coordinated by the IPCS in collaboration with the Canadian Centre for Occupational Health and Safety.
Topics: poison
Access: by subject
Format: Electronic
Program Record Number: OHS HSP 037

Client Information
Description: This data bank contains information on individuals and businesses requesting information on CCOHS products and services. It also contains information on companies that actually purchase the information, including customer service report logs.
Topics: clients, support,
Format: electronic and paper
Program Record Number: OHS MSC 001

Inquiries
Description: A toll-free person-to-person service that answers questions on specific occupational health and safety matters. The answers to the most commonly asked occupational health and safety questions (3,000) are also available on the CCOHS Website in the area called OSH Answers.
Topics: Chemical hazards, physical hazards, occupational diseases, biological hazards, psycho social issues, occupational safety, ergonomics, occupational health and safety administration.
Access: by subject, by person
Program Record Number: OHS IRS 041

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Acts and Legislation

Administration

Administration and Management Services

Employment and Staffing

Hospitality

Human Resources

Occupational Health, Safety and Welfare

Proactive Disclosure

Relocation

Travel

Particular Personal Information Banks

Inquiries database
Description: This database contains client requests for information about specific occupational health and safety matters. Callers are not required to provide any identifying information to obtain service. The personal information collected, if provided, includes the following: individual's name, mailing address, phone number, e-mail address, description of the information required, user type-government, union or employer), industry type, answer type and response delivery method.
Class of Individuals: Any individual that contacts the Canadian Centre for Occupational Health and Safety (CCOHS) for information.
Purpose: This information is used to process and respond to requests received by CCOHS. Non identifying information is used for the purpose of statistical analysis of the program.
Consistent Uses: The client may be asked

to evaluate the service/program received from CCOHS for the purpose of program evaluation and or improving customer service. A third party company may conduct the customer satisfaction surveys on behalf of CCOHS. They are required to keep the information confidential.
Retention and Disposal Standards: The records will be kept for a period of 5 years. After 5 years without activity, the record will be destroyed.
RDA Number: 2002/006
Related PR#: OHS IRS 04
TBS Registration: 005828
Bank Number: OHS PPU 041

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Hospitality

Relocation

Travel

Manuals

- User Manual (Windows and MacIntosh)

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Centre and its various programs and functions may be directed to:

Client Services

Telephone: 905-570-8094
Toll-free: 1-800-668-4284
Facsimile: 905-572-2206
E-mail: clientservices@ccohs.ca

Inquiries Service

Canadian Centre for Occupational Health and Safety
135 Hunter Street East
Hamilton, Ontario L8N 1M5

Telephone: 905-572-4400
Toll-free: 1-800-263-8466
Facsimile: 905-572-4500

Reading Room

Facilities in Resource Centre have been designated as a public reading room in accordance with the Access to Information Act. The address is:

135 Hunter Street East
Hamilton, Ontario

Canadian Commercial Corporation

Chapter 29

The annual update for this institution was not received for inclusion in the 2006-2007 version of this Info Source publication. The following is from the 2005-2006 version of Info Source.

General Information

Background

The Canadian Commercial Corporation (CCC) is governed by its enacting legislation, the 1946 Canadian Commercial Corporation Act. CCC's broad mandate: "to assist in the development of trade between Canada and other nations and to assist persons in Canada to dispose of goods and commodities that are available for export from Canada".

Responsibilities

CCC is a Crown Corporation mandated to facilitate international trade, particularly in government markets. For Canadian exporters, CCC is a partner who helps open the door to international markets and win export sales. Since 1946, CCC has served thousands of companies in all regions of Canada, helping them to capture over $30 billion in export business in more than 100 countries.

CCC's principal business is to act as a prime contractor, signing contracts with foreign buyers for good and services from Canadian suppliers. When CCC is involved as prime contractor, the foreign buyer gets a unique and powerful government-backed guarantee of contract performance, while the Canadian exporter gains the confidence and credibility that comes from having the Government of Canada at the table.

In addition to its prime contractor role, CCC facilitates access to commercial sources of pre-shipment financing, and offers a range of procurement, pre-contract, contract advisory and post-contract services on a fee for service basis.

CCC is an integral part of the Government of Canada's trade team offering services which complement the export financing and insurance activities of Export Development Canada as well as the market intelligence and promotional activities of the Department of International Trade and other federal departments and agencies

Legislation

- Canadian Commercial Corporation Act

Organization

The board of directors is comprised of Canadian business executives, public service officials and the President of the Corporation. The President and Chief Executive officer directs the business of the Corporation and exercises further power and duties as assigned by the Board.

Business Development and Operations

This unit handles market opportunities development, business development, preparation of bids and proposals, contract negotiations and contracting administration. It is also responsible for the Progress Payment Program that gives access to pre-shipment financing to small and medium sized enterprises.

Communications and Stakeholder Relations

This unit is responsible for increasing awareness and usage of CCC services among exporters, trade intermediaries, foreign buyers. It focuses on sectoral marketing, communications, media, government relations, events and trade shows.

Corporate Services

The unit oversees the human resources, administration, health and safety, official languages, rewards and recognition, multiculturalism, translation and security requirements of the Corporation. It is also responsible for planning and implementing the IM/IT infrastructure for the Corporation.

Risk and Financial Services

This unit is responsible for ensuring sound financial and risk management practices for all policies and programs of the Corporation, as well as corporate strategic planning.

Information Holdings

Program Records

CCC Files
Description: The Corporation's files contain information relating to contracts concluded with foreign governments and international agencies on behalf of Canadian suppliers.
Topics: Exports, contracts; defense industry; developing countries; foreign governments; foreign trade; international trade; supplier listings and contracts; trade development; international financial institutions.
Program Record Number: CCC CCC 005

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standards Program Records and a description of their contents.

Accounts and accounting

Acts and legislation

Administration

Administration and Management Services

Audits

Budgets

Buildings and Properties

Equipment and Supplies

Employment and Staffing

Finance

Furniture and Furnishings

Human Resources

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Procurement

Staff Relations

Training and Development

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Personnel Security Screening

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please note: Requests made to the Canadian Commercial Corporation under the Access to Information Act must be accompanied by a $5.00 cheque or money order made payable to the Canadian Commercial Corporation.

Requests for further information about the Corporation and its various programs and functions may be directed to the following:

Canadian Commercial Corporation
General Enquiries
50 O'Connor Street, Suite 1100
Ottawa, Ontario K1A 0S6

Telephone: 1-800-748-8191

Reading Room

In accordance with the Access to Information Act, an area on the premises of this institution has been designated as a public reading room. The hours of operation are from 08:30 to 17:00, Monday to Friday.

Canadian Commercial Corporation
General Enquiries
50 O'Connor Street, Suite 1100
Ottawa, Ontario K1A 0S6

Canadian Cultural Property Export Review Board

Chapter 30

General Information

Background

In order to better ensure the protection and preservation of significant examples of our cultural, historic and scientific heritage in institutions and public authorities located in Canada, the Government of Canada adopted the Cultural Property Export and Import Act (Act) in 1977.

The Canadian Cultural Property Export Review Board (CCPERB) is an independent administrative tribunal established by the Cultural Property Export and Import Act with three main areas of responsibility: reviewing export permit applications that have been denied; determining fair cash offers to purchase in relation to denied export permits; and certifying cultural property for income tax purposes.

Responsibilities

The Act regulates the export and import of cultural property; provides for grants to assist with the purchase of cultural property under certain circumstances; and provides for special tax incentives to encourage Canadians to donate or sell important cultural objects to designated institutions and public authorities based in Canada.

For the purposes of the Act, cultural property must be movable, that is, capable of being transported from one place to another; and it need not be Canadian in origin. The concept of cultural property incorporates a wide variety of objects ranging from works of art to archaeological artifacts, military objects to archival material, ethnographic material to decorative arts, and scientific to musical instruments.

As part of exercising its responsibilities, CCPERB must first confirm that the cultural property in question is of outstanding significance by reason of its close association with Canadian history or national life, its aesthetic qualities, or its value in the study of the arts or sciences; and is such a degree of national importance that its loss to Canada would significantly diminish the national heritage.

Administrative services to the Review Board are provided through the Department of Canadian Heritage by the Movable Cultural Property Secretariat. All Review Board files are housed with the Secretariat. The personal information they contain pertains to members of the Review Board, minutes of Review Board deliberations, recommendations for grants and loans under the CPEIA, and requests for the review of export permit application that have been denied, applications for the certification of cultural property submitted by or on behalf of donors or vendors, files on special advisors to the Review Board, and access to information requests. Applications are filed by number but, in the case of export review and certification applications, they can be accessed through a manual cross-index or automated system containing the name, address of the applicant, donor/vendor and recipient institution. Review Board member files are maintained in alphabetical order.

Legislation

- Cultural Property Export and Import Act.
- Cultural Property Export Regulations
- Canadian Cultural Property Export Control List

Organization

Employees of the Movable Cultural Property Directorate, whose offices are located in the National Capital Region, provide secretariat services to the Canadian Cultural Property Export Review Board.

Information Holdings

Program Records

Cultural Property Exports and Certification
Description: Information on the export of controlled cultural objects for which export permits have been denied and on the certification of cultural objects for tax purposes under the terms of the Income Tax Act, that are disposed of to institutions and public authorities designated under the Cultural Property Export and Import Act.
Topics: Implementation of certain provisions of the Cultural Property Export and Import Act; denied export permits; certification; Review Board member files.
Program Record Number: CPE CPI 005.

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Acts and Legislation

Administration

Employment and Staffing

Hospitality

Personnel

Salaries and Wages

Travel

Particular Personal Information Banks

Review of Export Permit Applications
Description: An applicant for a cultural property export permit, whose application is refused, may request that the Canadian Cultural Property Export Review Board review the application. The process of review including the disposition of the relevant information is set out in Section 29 of the Cultural Property Export and Import Act. The information in this bank includes the original permit application, the advice of the expert examiner and any other experts consulted, and administrative correspondence related to the conduct of the review and any requests for a determination of a fair cash offer with respect to the file, and any legal opinions. In each case, the information contained in a review file is shared with all parties in the proceeding.
Note: Some of these records may be protected by solicitor client privilege.
Class of Individuals: Individuals seeking to export cultural property which is subject to export control, expert examiners and designated permit officers.
Purpose: To enable the review of refused export permit applications by the Canadian Cultural Property Export Review Board and allow the Review Board to make a determination of a fair cash offer where requested.
Consistent Uses: Information contained in this bank may be disclosed to the Minister of Canadian Heritage for the purposes of advising institutions and public authorities in Canada of the availability of objects for which the Canadian Cultural Property Export Review Board has established a delay period. The information is also used to identify trends and patterns associated with the operations of the Review Board, and for program evaluation.
Retention and Disposal Standards: Files are kept for ten years and are then transferred to Library and Archives Canada
RDA Number: 79/002
Related PR#: CPE CPI 005
TBS Registration: 000116
Bank Number: CPE PPU 005

Certification
Description: The purpose of this bank is to enable the Review Board to make determinations concerning the certification of cultural property for income tax purposes, and to issue cultural property income tax certificates. The application files contain information concerning the "outstanding significance and national importance" and the fair market value of objects being disposed of to designated institutions by individual donors or vendors. Material held in the bank includes the application, the identity of the donor/vendor, the name of the recipient institution, appraisals, declaration of authenticity, information on provenance, significance of the object, deeds of gift or purchase agreements and, in the case of a sale, the purchase price. Copies of any advice from experts consulted, any legal opinions obtained, and a copy of the tax certificate are also included.
Note: Some of these records may be protected by solicitor client privilege.
Class of Individuals: Individuals or corporations who donate or sell cultural property to designated Canadian cultural institutions, museums, archives, libraries, and universities, where certification is requested.
Purpose: Certification of cultural property for income tax purposes and the issuance of cultural property income tax certificates. Information contained in this bank is used to support the determination of outstanding significance and national importance and fair market value for the purposes of issuing income tax certificates.
Consistent Uses: The information is also used to identify trends and patterns associated with the operations of the Review Board, and program evaluation.
Retention and Disposal Standards: Files are retained for ten years and are then transferred to Library and Archives Canada
RDA Number: 79/002
Related PR#: CPE CPI 005
TBS Registration: 000117
Bank Number: CPE PPU 010

Certification – Appeals Before the Tax Court of Canada
Description: In accordance with section 33.1 of the Cultural Property Export and Import Act, redeterminations of fair market value made by the Canadian Cultural Property Export Review Board may be appealed to the Tax Court of Canada. Any person who has irrevocably disposed of an object to a designated institution or public authority, the fair market value of which has been redetermined under subsection 32(5) of the Cultural Property Export and Import Act, may appeal the redetermination of the fair market value of the object to the Tax Court of Canada within 90 days after the day on which the Cultural Property Income Tax Certificate is issued. Material held in the bank includes the Notice to Appeal filed with the Tax Court, correspondence with legal counsel, reports prepared by expert witnesses, court documents, copies of the original tax certificate, correspondence, and application for certification of cultural property for income tax purposes.
Note: Some of these records may be protected by solicitor client privilege.
Classes of Individuals: Individuals who donate or sell cultural property to designated institutions, who appeal the redetermination of fair market value.
Purpose: Information in this bank is used to support the appeal process associated with the contestation of a redetermination made by the Canadian Cultural Property Export Review Board. The Tax Court of Canada may confirm or vary the fair market value and, for the purposes of the Income Tax Act, the value fixed by the Court is deemed to be the fair market value of the object determined by the Review Board in respect of its disposition.
Consistent Uses: Information is also used to identify trends and patterns associated with the operations of the Review Board, and program evaluation.
Retention and Disposal Standards: Files are retained for ten years and are then transferred to Library and Archives Canada
RDA Number: 94/010
Related PR#: CPE CPI 005
TBS Registration: 004255
Bank Number: CPE PPU 030

Review Board Members
Description: Section 18 of the Cultural Property Export and Import Act establishes the Canadian Cultural Property Export Review Board and defines the composition of its membership. Information in this bank includes the curricula vitae of members, Orders-in-Council appointing them to the Board, correspondence, press releases and articles by and about members.
Class of Individuals: Members of the public; curators; dealers and collectors who have been appointed to the Review Board.
Purpose: The information was compiled to determine the professional qualifications of individuals and their eligibility for membership on the Board.
Consistent Uses: The information in this data bank is used to communicate to stakeholders the identity and qualifications of the Review Board Members.
Retention and Disposal Standards: Files are retained for ten years and are then transferred to the National Archives of Canada.
RDA Number: 94/010
Related PR#: CPE CPI 005
TBS Registration: 002589
Bank Number: CPE PPU 025

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Hospitality

Personnel Security Screening

Travel

Manuals

- A Guide to Exporting Cultural Property from Canada;
- Making Applications for Certification of Cultural Property for Income Tax Purposes – Information and Procedures
- Review Board Policies and Guidelines for Applications for Certification – Archival Audiovisual and Related Material
- Review Board Policy and Guidelines for Applications for Certification – Architectural Archives.

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please note: Requests made to the Canadian Cultural Property Export Review Board under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Receiver General for Canada.

Requests for further information about the Board and its various programs and functions may be directed to:

Canadian Cultural Property Export Review Board
15 Eddy Street, 3rd Floor
Gatineau, Quebec K1A 0M5

Telephone: 819-997-7761
Facsimile: 819-997-7757
Toll free: 1-866-999-2494
Email: revboard_sec.@pch.gc.ca

Reading Room

The library of the Department of Canadian Heritage has been designated as a public reading room in accordance with the Access to Information Act. The address is:

15 Eddy Street, 2nd Floor
Gatineau, Quebec

Canadian Dairy Commission

Chapter 31

General Information

Background

The Canadian Dairy Commission, a Crown Corporation established by the Canadian Dairy Commission Act in October 1966, is accountable to Parliament through the Minister of Agriculture and Agri-Food. A chairman and chief executive officer, a vice-chairman and a commissioner are appointed by Governor in Council to head the corporation. Funded by the federal government, producers and the marketplace, the Commission strives to balance and serve the interests of all dairy stakeholders – producers, processors, further processors, exporters, consumers and governments.

Responsibilities

The legislated objectives of the Commission are to provide efficient producers of milk and cream with the opportunity of obtaining a fair return for their labour and investment, and to provide consumers with a continuous and adequate supply of dairy products of high quality.

The Commission has the authority to purchase, store, process or sell dairy products; to investigate matters relating to the production, processing or marketing of any dairy product; and to help promote the use of dairy products.

In meeting its legislated objectives, the Commission carries out a wide range of activities. It establishes support prices at which it will purchase butter and skim milk powder. These prices are used as a reference at the provincial level in pricing milk components sold to processors. It also works with the private sector to balance the seasonal demand and supply of industrial milk products for the domestic market through the operation of storage programs and facilitates the export of dairy products to world markets within Canada's World Trade Organization (WTO) commitments. Additionally, the Commission acts as first receiver of butter imports to fulfill Canada's international trade obligations and administers a permit system which provides further processors and exporters with access to competitively-priced milk components for use in the manufacturing of dairy products and products containing dairy ingredients.

The supply of industrial milk is managed nationally through the establishment of Market Sharing Quotas (MSQ) as determined by provisions of the National Milk Marketing Plan. The Commission, in chairing the Canadian Milk Supply Management Committee (CMSMC), calculates and recommends the level of national MSQ and provincial market shares that are determined by the CMSMC. On behalf of Canadian dairy producers, the Commission administers and acts as a Secretariat to the revenue pooling and market sharing systems.

CDC's Access to Information and Privacy requests and their administration are handled by Agriculture and Agri-Food Canada.

Legislation

- Canadian Dairy Commission Act
- Dairy Products Marketing Regulations
- EEC Aged Cheddar Cheese Export Regulations

Organization

The Chairman and CEO heads the CDC, with help from the Vice-Chairman and the Commissioner. They are assisted by three Senior Directors, each heading the following sections:

Audit

The Audit Section is in charge of internal and external audits. External audits are mostly carried with further processors who participate in the Special Milk Class Permit Program.

Finance and Operations

This section is responsible for the commercial operations of the CDC, as well as for the administration of the Special Milk Class Permit Program, the Dairy Marketing Program (previously known as the Dairy Ingredient Marketing Program), and the financial and electronic systems of the Commission.

Policy and Corporate Affairs

This section is responsible for economic and policy analysis, strategic planning, program evaluation, human resources and communications.

Information Holdings

Program Records

Direct Access Fund
Description: Information on processors and further processors applying to the Direct Access Fund. Includes commercial information on innovation projects aimed at increasing the use of dairy ingredients in dairy products or processed foods.
Topics: Name, address, innovation project, recipes, processes
Access: By company name
Format: EDP systems and paper
Program Record Number: CDC SOP 060

Domestic Seasonality Programs
Description: Information on dairy processors using the program to balance the seasonal demand and supply of butter, skim milk powder and certain concentrated milk products for the domestic market.
Topics: name, address, products, purchases, sales.
Access: Files arranged by project and by company.
Format: EDP Systems.
Program Record Number: CDC COM 070

Domestic Dairy Product Innovation Program
Description: Information on milk provided to processors in addition to provincial quota allocations to facilitate the introduction to the domestic market of new, made-in-Canada products containing milk ingredients.
Topics: name, address, product, market information.
Access: Files arranged by project and by company.
Format: EDP systems.
Program Record Number: CDC POL 005

Innovation Support Fund
Description: Information on processors and further processors applying to the Innovation Support Fund. Includes commercial information on innovation projects aimed at increasing the use of dairy products or processed foods.
Topics: Name, addresse, innovation project, recipe, processes.
Access: By project
Format: EDP systems and paper.
Program Record Number: CDC SOP 070

Pooling
Description: Information on the provincial utilization and revenues from sales of all milk by sub-class.
Topics: province, production, sales, utilization, milk class.
Access: Files arranged by project and by province.
Format: EDP Systems and hard copy files.
Program Record Number: CDC SOP 050

Special Milk Class Permit Program
Description: Information on processors, further processors and suppliers using the permits issued by CDC to maintain the competitiveness of the Canadian further processing industry as well as export markets within Canada's WTO commitments.
Topics: name, address, quantity, product, recipe.
Access: Files arranged by project.
Format: EDP Systems.
Program Record Number: CDC INT 025

Subsidy Payments and Rules
Description: Information on milk production and producers' eligibility for and payment of subsidy to milk producers on qualifying shipments of industrial milk and cream.
Note: Program terminated on January 31, 2002.
Topics: name, address, production.
Access: Files arranged by registration number sequence and province.
Format: EDP systems, microfilm.
Program Record Number: CDC SOP 055

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Accounts and Accounting

Acts and Legislation

Administration and Management Services

Audits

Budgets

Buildings

Classification of positions

Employment and Staffing

Equipment and Supplies

Finance

Hospitality

Human Resources

Occupational Health, Safety and Welfare

Official Languages

Pensions and Insurance (kept by Agriculture and Agri-Foods Canada)

Personnel

Proactive Disclosure

Procurement

Relocation

Salaries and Wages (kept in part by Agriculture and Agri-Foods Canada)

Staff Relations

Training and Development

Travel

Utilities

Particular Personal Information Banks

Milk Producers' Records
Description: The records contain farmland postal address, financial reports, amount of subsidy paid and the production data.
Class of Individuals: Milk producers
Purpose: This bank exists to register and furnish information and data necessary for payment of the federal dairy subsidy.
Consistent Uses: This bank is used for the administration of the dairy policy and operation of the dairy program.
Retention and Disposal Standards: These files are retained indefinitely.
RDA Number: 69/046
Related PR#: CDC SOP 055
TBS Registration: 002997
Bank Number: CDC PPU 005

Financial Management Information System – SATURN
Description: Financial information for the Commission. Contains names, addresses, telephone numbers, Social Insurance Number (SIN).
Class of Individuals: Contractors, suppliers, employees of the CDC.
Purpose: The SIN is required for inclusion on the Tax information slip and on the tax information file that the department is required to transmit to the Canada Revenue Agency.
Consistent Uses: To report to the Canada Customs and Revenue Agency.
Retention and Disposal Standards: Records are kept for six years following the financial year of their last utilization, then sent to National Archives for selective conservation.
RDA Number: 69/046
Related PR#: CDC SOP 050, CDC SOP 055, CDC COM 070
TBS Registration: 004319
Bank Number: CDC PPE 805

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Hospitality

Relocation

Travel

Classes of Personal Information

In the course of conducting the programs and activities of the Canadian Dairy Commission, categories of personal information may be accumulated which are not contained in the specific personal information banks described in this entry.

This form of personal information is normally retrievable only if requests include general background on the circumstances under which an individual contacted the Commission and an approximate time-frame. The retention period for these classes of personal information is controlled by the record schedules of the general subject files in which they are stored.

Manuals

- Audit
- Audit Criteria Procedure Manual (Special Milk Class Program)
- Canadian Institute of Chartered Accountants – Handbook
- Comprehensive Audit Manual
- Control Self-Assessment – experience, current thinking and best practices (Institute of Internal Auditors)
- Guide to Audit of End User Computing – OCG
- Milk Utilization Audit Manual
- Ontario Plant Milk Utilization Manual
- Special Class Administration Manual

- The Professional Practices Framework (Institute of Internal Auditors)
- Domestic Dairy Product Innovation Program
- The Domestic Dairy Product Innovation Program – Background information and application form.
- Pooling
- Agreement for the Entry of the Province of Newfoundland and Labrador into the National Milk Marketing Plan and the Comprehensive Agreement on Pooling of Milk Revenues
- Agreement on All Milk Pooling
- Comprehensive Agreement on Pooling of Milk Revenues
- National Milk Marketing Plan
- Western Milk Pooling Agreement
- Special Milk Class Permit Program
- Information guide for Animal Feed Distributors
- Information guide for Distributors
- Information guide for Further Processors

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Commission and its various programs and functions may be directed to:

Communications
Canadian Dairy Commission
Central Experimental Farm
NCC Driveway
960 Carling Avenue, Building 55
Ottawa, Ontario K1A 0Z2

Telephone: 613-792-2049
Facsimile: 613-792-2009
E-mail: cdc-ccl@agr.gc.ca
Internet: www.cdc-ccl.gc.ca

Reading Room

Canadian Dairy Commission
NCC Driveway
Central Experimental Farm
960 Carling Avenue, Building 55
Ottawa, Ontario K1A 0Z2

Canadian Environmental Assessment Agency

Chapter 32

General Information

Background

The Canadian Environmental Assessment Agency (the Agency) was created on December 21, 1994 to administer the federal environmental assessment process under the Canadian Environmental Assessment Act (the Act). The Agency reports directly to the Minister of the Environment. The Agency is a federal department dedicated to administering and promoting environmental assessment policies and practices of the federal government. Its mission is to provide Canadians with high quality federal environmental assessments that contribute to informed decision making in support of sustainable development.

Responsibilities

The Agency's main responsibilities are: to administer the federal environmental assessment process; to provide advice to the Minister of the Environment on his responsibilities under the Act; to provide opportunities for public participation in the federal environmental assessment process; and, to promote sound environmental assessment practices.

Legislation

- The Canadian Environmental Assessment Act is complemented by the following regulations:
- the Law List Regulations;
- the Comprehensive Study List Regulations;
- the Inclusion List Regulations;
- the Exclusion List Regulations;
- the Federal Authorities Regulations;
- the Projects Outside Canada Environmental Assessment Regulations;
- the Regulations Respecting Co-ordination by Federal Authorities of Environmental Assessment Procedures and Requirements Regulations; and
- the Canada Port Authority Environmental Assessment Regulations.

Organization

The Agency is divided into three main sectors: Program Delivery; Policy Development; and Corporate Services. The Agency's Legal Services reports directly to the President, who heads the Agency.

Legal Services

Legal Services provides professional advice to the Agency and other federal departments regarding the design and implementation of the Act and the environmental assessment regulatory framework.

Program Delivery Sector

The Program Delivery Sector is comprised of two sub-sectors:

Project Assessment

Project Assessment administers the federal environmental assessment process for projects which require assessment by a review panel or a mediator; manages the Agency's responsibilities, including the public review process, for comprehensive studies and class screenings; enhances public participation through the Participant Funding Program; and advocates timely, efficient and high-quality environmental assessments of projects.

Regional Liaison and Guidance

Regional Liaison and Guidance provides the Agency's clients across the country with services to enhance the quality of environmental assessment and to promote compliance with the Act and its regulations. These include training on the Act and advice on good environmental assessment practices.

The six regional offices across Canada are responsible for the coordination of federal authorities in the conduct of comprehensive studies and of federal environmental assessments involving other jurisdictions. They also provide expert advice, training and information on environmental assessment activities and practices to other federal departments and agencies, the provinces and territories, First Nations, industry, universities, environmental groups and other stakeholders.

Regional Liaison and Guidance supports the President of the Agency as the Federal Administrator of the environmental and social protection regimes set out in chapters 22 and 23 of the 1975 James Bay and Northern Quebec Agreement (JBNQA) and assists partners and stakeholders in the conduct of environmental assessments under the JBNQA.

Policy Development Sector

Policy Development is comprised of two sub-sectors:

Legislative and Regulatory Affairs

Legislative and Regulatory Affairs provides a legislative and regulatory framework for integrating environmental assessment into federal decision making; monitors and promotes compliance within that framework; and explores alternatives to regulations.

It is responsible for the design and implementation of the government-wide Quality Assurance Program related to environmental assessment and the design and implementation of the government-wide electronic registry of project environmental assessment information (the Canadian Environmental Assessment Registry).

It provides support to the multi-stakeholder Regulatory Advisory Committee and the interdepartmental Senior Management Committee on Environmental Assessment.

Policy Analysis

Policy Analysis develops the policy framework for environmental assessment in Canada and represents Canada in international negotiations related to environmental assessment. It facilitates an effective and efficient environmental assessment process through the negotiation of bilateral agreements for environmental assessment cooperation with provinces and other jurisdictions. It provides guidance to departments in their compliance with the Cabinet Directive on the Environmental Assessment of Policy, Plan and Program Proposals. As well, it provides advice on Aboriginal environmental assessment matters to the Agency and other clients in order to shape the federal approach to integrating environmental assessment requirements into comprehensive land-claim agreements, self-government agreements and federal devolution initiatives.

To support the development of the policy framework for environmental assessment, Policy Analysis is also responsible for a number of development and guidance activities. It manages the Agency's research and development program that funds new research to advance the practice of environmental assessment. It develops guidance on the integration of traditional ecological knowledge into environmental assessment. As well, Policy Analysis serves as Secretariat to the Environmental Assessment Administrators Group. Policy Analysis is also responsible for the development and coordination of the Agency's Sustainable Development Strategy.

Corporate Services Sector

The Corporate Services Sector is comprised of three sub-sectors:

Communications

Communications provides communications advice, planning, production and related services in support of the Agency's strategic objectives. It promotes environmental assessment to the public. Communications manages the Agency's Web site and a communications program which facilitates informed public participation in the federal environmental assessment process. The Agency's site can be accessed at www.ceaa-acee.gc.ca. Communications also manages the parliamentary relations, ministerial services, ministerial correspondence, and Access to Information Act and Privacy Act activities.

Finance and Administration

Finance and Administration is responsible for managing financial resources by providing services such as financial planning, analysis and reporting, procurement and contracting, accounting, cost recovery and financial systems support and training. Finance and Administration supports the Agency's delivery of programs and services by providing advice and services such as corporate planning and reporting, performance measurement and policy development.

Human Resources

The Human Resources Sector provides direction, services and strategic advice related to the human resource aspects of the Agency's programs, activities and initiatives. Services are provided in the areas of staffing, classification, organizational design, staff relations, career development and learning, strategic planning, occupational health and safety, pride recognition and workplace well-being, employment equity and official languages.

Information Holdings

Please note that the below-mentioned records are available in a variety of formats, including but not limited to hard-copy, electronic copy and CD-ROM.

Program Records

Aboriginal Peoples
Description: Information on the contribution of the Agency and its predecessor, the Federal Environmental Assessment Review Office, to the negotiation and implementation of comprehensive land claims and self-government agreements; on the development of regulations under the Act concerning environmental assessment in relation to Indian Aboriginal Reserve Lands and Indian Band Funding and the establishment and operation of an Aboriginal Advisory Committee to the Agency.
Topics: Includes all the Agency's Aboriginal affairs, comprehensive land claims agreements by region, self-government negotiations by region and Indian and Northern Affairs Canada's Aboriginal affairs files.
Access: Files are arranged by province, territory and subject.
Program Record Number: CEAA ABO 100

Communications
Description: Correspondence, reports, memoranda, general enquiries and requests from individuals and organizations.
Topics: General correspondence, annual reports, mailing lists, publications, speeches, exhibitions; news releases.
Access: Files are arranged by subject.
Program Record Number: CEAA COM 105

Environmental Assessment Projects
Description: Information on projects undergoing assessment, including potential project candidates for assessment; project assessments being conducted by responsible authorities for which advice is sought from the Agency; and projects subject to class screening, comprehensive study and assessment by a mediator or a review panel. Also the operation of an internet based registry of federal projects undergoing environmental assessment and a quality assurance program for assessments.
Topics: review panels, comprehensive study reports, model class screening reports, environmental impact statements, screening guidelines, project descriptions, terms of reference, panel reports, pipeline, oil and gas, hydro-electric, mining, etc.
Access: Files are organized by project name and region.
Program Record Number: CEAA ENV 110

Federal-Provincial Agreements
Description: Information on federal-provincial agreements for environmental assessment cooperation.
Topics: Bilateral agreements with provinces on environmental assessment co-operation, Environmental Harmonization Agreement of the Canadian Council of Ministers of the Environment, general correspondence, communiqués.
Access: Files are arranged by province, territory and subject.
Program Record Number: CEAA FPA 115

Follow-up Repository
Description: Information related to follow-up programs conducted under the Canadian Environmental Assessment Act. Placing documents in the Follow-up Repository is voluntary on the part of federal departments and agencies.
Topics: Correspondence, database, library of data reports.
Access: Files are organized by reference number used in the Canadian Environmental Assessment Registry Internet site.
Program Record Number: CEAA FUR 170

International Agreements
Description: Information on international agreements or conventions on environmental assessment for which Canada is a signatory.
Topics: UN Economic Commission for Europe Convention on Environmental Impact Assessment in a Transboundary Context, bilateral environmental agreements.
Access: Files are organized by subject.
Program Record Number: CEAA INT 120

Legislative and Regulatory Development
Description: Information on the development and application of the 1984 Environmental Assessment and Review Process Guidelines Order, the Canadian Environmental Assessment Act and regulations under the Act, including related public consultations and activities of the Regulatory Advisory Committee.
Topics: Consultations with organizations, the provinces and other government departments.
Access: Files are arranged by legislative and regulatory topic and related activities.
Program Record Number: CEAA LEG 125

Participant Funding Program
Description: Correspondence and applications relating to the Participant Funding Program and

contribution agreements administered by the Agency.
Topics: Funding review committee, contribution agreement, funding application, review panel, comprehensive study, participant funding guide, mailing lists.
Access: Records are organized by project.
Program Record Number: CEAA PFP 130

Policy Assessment
Description: Information on the development of the process for policy assessment at the federal level.
Topics: Strategic environmental assessment (SEA) contracts; SEA guidance materials; SEA Subcommittee meeting materials; and SEA Workshop.
Access: Files are organized by subject.
Program Record Number: CEAA ASS 135

Process Development
Description: Information on the development of processes, procedures and guidelines for the implementation of the Act.
Topics: Consultations with organizations, the provinces and other government departments.
Access: Files are organized by subject.
Program Record Number: CEAA DEV 140

Professional and Non-Professional Services Contracts
Description: Information includes professional and non-professional service contracts and the selection process for consultants.
Topics: Includes all aspects of professional services contracts; tender calls; requests for proposals and contract awards; contract claims and disputes.
Access: Files are arranged by name.
Program Record Number: CEAA PRO 145

Quality Assurance Program
Description: Information related to the Agency-led quality assurance program for environmental assessments conducted under the Canadian Environmental Assessment Act.
Topics: Correspondence, data files, analyses, reports.
Program Record Number: CEAA QUA 175

Canadian Environmental Assessment Registry Internet Site
Description: A database of federal projects for which an environmental assessment has been initiated, whether the project undergoes a screening, comprehensive study, review panel or mediation. The Registry provides a "one-window" access to mandatory information on environmental assessments being conducted under the Act since November 2003. The Registry replaced the Federal Environmental Assessment Index which has been archived on the Agency's web site.
Topics: Environmental assessment projects.
Access: on-line access through the Internet. The information is available by keyword, status, department, province, national park, ecozone, drainage region, project descriptor, trigger and assessment type. It will also find environmental assessments "Active Within Date Range", "Posted Within Date Range", with public participation, with a follow-up program and it can generate a list of environmental assessments posted in the last seven days.
Program Record Number: CEAA EAR 150

Federal Environmental Assessment Index
Description: Lists projects for which an environmental assessment has been initiated, regardless of whether the project undergoes a screening, comprehensive study, review panel or mediation. The Index provides a "one-window" access to basic information on environmental assessments being conducted under the Act prior to November 2003. The Index provides departmental contacts for more information.
Topics: Environmental assessment projects.
Access: on-line access through the Internet. The information is available by province, responsible authority, ecological region and drainage basins and through a geographical information system.
Program Record Number: CEAA FEA 150

Sustainable Development
Description: Information on the Agency's Sustainable Development Strategy and related training workshops.
Topics: Sustainable Development Strategy, Contracts, Environment and Sustainable Development Coordinating Committee, Interdepartmental Network on Sustainable Development Strategies, sustainable development training.
Access: Files are organized by subject and date.
Program Record Number: CEAA SDS 155

Strategic Environmental Assessment
Description: Information related to procedures and techniques for the implementation of the 1999 Cabinet Directive of the Environmental Assessment of Policy, Plan and Program Proposals referred to as "Strategic Environmental Assessment".
Topics: Program records related to procedures and techniques for the implementation of the Cabinet Directive of the Environmental Assessment

of Policy, Plan and Program Proposals referred to as "strategic environmental assessment".
Access: Files are organized by subject and department. SEA Subcommittee and international meeting files are organized by date.
Program Record Number: CEAA SEA 160

Research and Development
Description: Information related to the Research and Development Program administered by the Agency.
Topics: Includes all aspects related to the selection process for applications for funding, management of contribution agreements and publication of reports; evaluation committee records; peer review; general correspondence and mailing lists.
Access: Files are organized by year of funding.
Program Record Number: CEAA RAD 165

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Budgets

Business Continuity Plans (BCP)

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Information Technology Services

Occupational Health and Safety

Official Languages

Personnel

Physical Security

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Business Continuity Plans

Executive Correspondence Management Systems

Hospitality

Internal Disclosure of Wrongdoing in the Workplace

Personnel Security Screening

Relocation

Travel

Classes of Personal Information

General Correspondence

Correspondence received from external organizations and individuals in the format of requests for information, complaints, comments and suggestions related to a broad range of issues pertaining to the Agency.

The personal information contained in this class normally includes the name and address of the enquirer. However, this information is fragmented throughout the subject files and is normally retrievable only if the name, subject and the date of correspondence is provided.

Information pertaining to environmental assessments may be disclosed to foreign, provincial or municipal governments as well as other interested parties unless the individual expressly requests confidentiality.

The retention periods of these classes of personal information depend on the record disposal schedules of the general subject files in which they are stored.

Mailing Lists

This class contains correspondence and mailing lists, which may contain personal information in the form of an individual's name, mailing address at home or business.

The purpose of this class is to maintain standard lists for the mailing of publications, reports, press releases and other documentation on the Agency's activities and programs.

Records on the automated system are updated as required to take changes into account.

Ministerial Correspondence

This class of information contains correspondence addressed to the Minister and received by the Agency's correspondence unit from external organizations and individuals in the form of requests for information, complaints, opinions and other similar submissions related to a broad range of issues pertaining to the Agency's activities, wherein some unsolicited personal information has been provided by the correspondents. This type of information would be retrievable only if specifics of name, date of communication and subject are provided.

Information pertaining to environmental assessments may be disclosed to foreign, provincial or municipal governments as well as other interested parties unless the individual expressly requests confidentiality.

The retention period for these classes of information depends on the record schedules of the subject files in which the information is stored.

Manuals

- Cumulative Effects Assessment, Practitioner's Guide
- Guide to Information Requirements for Federal Environmental Assessment of Mining Projects in Canada – Test Version
- Guide to the Preparation of a Comprehensive Study for Proponents and Responsible Authorities
- Operational Policy Statement: Addressing Cumulative Environmental Effects Under the Canadian Environmental Assessment Act
- Operational Policy Statement: Addressing "Need for", "Purpose of", "Alternatives to" and "Alternative Means" under the Canadian Environmental Assessment Act
- Operational Policy Statement Establishing the Scope of the Environmental Assessment
- Operational Policy Statement: Preparing Project Descriptions under the Canadian Environmental Assessment Act
- Operational Policy Statement: Using the Class Screening Process under the Canadian Environmental Assessment Act
- Procedures for an Assessment by a Review Panel
- Reference Guide: Addressing Cumulative Environmental Effects
- Reference Guide: Assessing Environmental Effects on Physical and Cultural Heritage Resources
- Guide on Biodiversity and Environmental Assessment
- Reference Guide – Determining Whether A Project is Likely to Cause Significant Adverse Environmental Effects
- Reference Guide for Projects Proponents on the Cost Recovery of Environmental Assessment Review Panels
- Reference Guide for the Federal Co-ordination Regulations
- Reference Guide – Public Registry
- Responsible Authority's Guide
- Strategic Environmental Assessment: The 1999 Directive on the Environmental Assessment of Policy, Plan and Program Proposals. Guidelines for Implementing the Cabinet Directive.
- The Citizen's Guide

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Agency's programs and functions may also be directed to the following addresses:

Canadian Environmental Assessment Agency
160 Elgin Street, 22nd Floor
Ottawa, Ontario K1A 0H3

Telephone: 613-957-0700
E-mail: info@ceaa-acee.gc.ca

Alberta Region

Revillon Building
10237 104 Street N.W., Suite 100
Edmonton, Alberta T5J 1B1

Telephone: 403-422-7704
E-mail: ceaa.alberta@ceaa.gc.ca

Atlantic Region

1801 Hollis Street, Suite 201
Halifax, Nova Scotia B3J 3N4

Telephone: 902-426-0564
E-mail: Bill.Coulter@ceaa.gc.ca

Pacific and Northern Region

Sinclair Centre
757 West Hastings Street, Suite 320 Vancouver,
British Columbia V6C 1A1

Telephone: 604-666-2431
E-mail: Paul.Scott@ceaa.gc.ca

Prairie Region

123 Main Street, Suite 445
Winnipeg, Manitoba R3C 4W2

Telephone: 204-984-2457
E-mail: Dan.McNaughton@ceaa.gc.ca

Quebec Region

1141 de l'Église Street, Room 105
2nd Floor
P.O. Box 9514
Sainte Foy, Quebec G1V 4B8

Telephone: 418-649-6444
E-mail: ceaa.quebec@ceaa.gc.ca

Ontario Region

55 St-Clair Avenue East, Room 907
Toronto, Ontario M4T 1M2

Telephone: 416-952-1575
E-mail: Louise.Knox@ceaa.gc.ca

Reading Room

In accordance with the Access to Information Act, an area on the premises of this institution has been designated as a public reading room.

Place Bell Canada
160 Elgin Street, 22nd Floor
Ottawa, Ontario

Canadian Food Inspection Agency

Chapter 33

General Information

Background

The Canadian Food Inspection Agency (CFIA) was created in 1997 to consolidate the delivery of all federally mandated food inspection, plant protection and animal health programs - delivery that was previously provided by four federal government departments: Agriculture and Agri-Food Canada, Fisheries and Oceans Canada, Health Canada and Industry Canada.

Responsibilities

The Canadian Food Inspection Agency, reporting to the Minister of Agriculture and Agri-Food, delivers all federal inspection services related to: food; animal health; and plant protection.

This includes responsibility for the administration and enforcement of 13 Acts and 40 sets of regulations.

Health Canada and the CFIA share unique and complementary roles and responsibilities, specifically in the area of food safety. Health Canada is responsible for food safety policies, standards and regulations, while the CFIA is responsible for all food inspection and compliance activities, as well as the development of regulations and policies related to food labelling and compositional standards.

Legislation

- Agriculture and Agri-Food Administrative Monetary Penalties Act
- Canada Agricultural Products Act
- Canadian Food Inspection Agency Act
- Consumer Packaging and Labelling Act (As it relates to food)
- Feeds Act
- Fertilizers Act
- Fish Inspection Act
- Food and Drugs Act, Sections 2 and 27 (As it relates to food)
- Health of Animals Act
- Meat Inspection Act
- Plant Breeders' Rights Act
- Plant Protection Act
- Seeds Act

Organization

Canadian Food Inspection Agency

The Agency's Executives consists of the President, an Executive Vice-President, a Senior Advisor to the President, a Chief Veterinary Officer, a Head, Legal Services, a Vice-President Operations, a Vice-President Programs, a Vice-President Human Resources, a Vice-President Science, a Vice-President Finance, Administration and Information Technology, an Executive Director Public Affairs, an Executive Director Audit, Evaluation and Risk Oversight, an Executive Director Corporate Secretariat, an Executive Director Strategic Issues and an Executive Assistant to the President.

Information Holdings

Program Records

Plant Protection

Export and Domestic Programs (Plants)
Description: Information on the planning and maintenance of a national program designed to prevent the spread of pests within Canada, survey for and control quarantine pests occurring in Canada and to ensuring the acceptance of Canadian agricultural and forestry products in export markets and for movement within Canada by being free of plant pests and meeting the health standards of the receiving country or region.
Topics: Export agriculture and forestry products to foreign and domestic markets; pest distribution (publications); ship, mill and elevator sanitation inspection; plant quarantine importation requirements of foreign and domestic markets; decontamination and fumigation; pesticide application, phytosanitary export and domestic movement certification; quarantines; the following database, Plant Pest Database.
Program Record Number: CFIA EDP 156

Fertilizer Evaluation, Registration and Compliance
Description: Information on pre-sale evaluation and registration of fertilizer and on inspection of fertilizer products to ensure compliance with regulatory requirements.
Topics: Evaluating fertilizer; approval of single ingredients; correspondence; labelling; certificates of registration; product inspections; toxicity residues and diseases; violations; the following databases: Compendium of Fertilizer-Use Pesticides, Heavy Metal Concentrations in Fertilizers and Fertilizer Materials, Levels of Pesticide Contaminants in Fertilizers.
Format: Listing of analytical results of fertilizer samples, Canadian fertilizer plant statistics and fertilizer database of registered products are machine-readable.
Program Record Number: CFIA FEV 150

Import and Export (Seed Potatoes)
Description: Information on the control of imports, export certification, and facilitation of seed potato trade.
Topics: Phytosanitary agreements; facilitation of trade; import standards; export certification; complaint investigation (foreign); evaluation of foreign certification programs.
Program Record Number: CFIA IMP 125

Import Program (Plants)
Description: Information on the planning and maintenance of a national program to prevent the introduction and establishment in Canada of foreign plant pests detrimental to the Canadian agricultural and forestry industries.
Topics: Import permits; port inspection statistics, commercial; port inspection statistics, non-commercial; quarantine and decontamination; importation of agricultural and forest products.
Format: Airport inspection file is machine-readable.
Program Record Number: CFIA IPP 155

Inspection and Enforcement
Description: Information on the inspection and enforcement of standards governing seed quality.
Topics: Seed inspection; violations and detentions; crop inspection; grading; diseases; seed testing.
Program Record Number: CFIA ENF 100

Inspection, Testing and Certification
Description: Information on the inspection and testing of seed potatoes, and certification for domestic markets.
Topics: Seed multiplication; seed potato improvement; inspection; enforcement; training programs; storage and transportation; testing (seed lots, field and post-harvest); inventory of varieties; assessment of varieties; complaint investigation (domestic); federal-provincial consultations.
Program Record Number: CFIA ITC 115

Plant Registration and Licencing
Description: Information on the registration of storages, slaughtering and processing plants and meat rendering plants. Licensing of grading stations for meat and egg products.
Topics: Policy development, construction specifications, equipment, inspection records.
Program Record Number: CFIA PRL 080

Regulation of the Environmental Release of Plants with Novel Traits (PNT) in Canada
Description: Applications submitted for confined research field trial approvals (i.e., restricted, small-scale environmental release of PNTs for research purposes only) or for unconfined (unrestricted environmental release of PNTs) environmental release authorizations (as well as all correspondence related to these applications); development and maintenance of directives and policies related to regulating the environmental release of PNTs; multi-stakeholder consultations on various issues; and development of Government of Canada positions for international negotiations in the area of agricultural biotechnology.
Topics: Plants with novel traits (PNTs); novelty; PNT approach; plant molecular farming; ornamental PNTs; nutritional change; stress tolerance; disease resistance; stewardship; herbicide tolerance; insect resistance; biology documents; Ecosystem Effects of Novel Living Organisms (EENLO); Cartagena Protocol on Biosafety; North American Plant Protection Organization (NAPPO); North American Biotechnology Initiative (NABI); Organization for Economic Cooperation and Development (OECD), International Plant Protection Convention (IPPC); unique identifier for genetically modified organisms (GMOs) (GMOs are identified by a code that is specific to them, called a unique identifier) imports.
Program Record Number: CFIA PBO 010

Seed Potato Programs
Description: Information on the planning and maintenance of a national program designed to provide seed potatoes of a class and quality that will meet the demands of both domestic and export markets.
Topics: Seed potato certification standards; import requirements of foreign and domestic markets; export and domestic certification standards.
Program Record Number: CFIA SEE 161

Seed Standards
Description: Information on the development of new or amended seed quality standards; packaging and labelling.
Topics: Development of seed standards; registering and inspecting seed establishments; accrediting seed graders; licensing seed operators; and, developing training materials to help ensure seeds sold in, imported to and exported from Canada meet established standards for quality and are properly labelled.
Program Record Number: CFIA STA 105

Standards and Specifications
Description: Information on guidelines, specifications and standards on seed potatoes.
Topics: Standards and labelling; laboratory facilities; transportation; storage; seed potato varieties; policy development.
Program Record Number: CFIA SPE 120

Variety Registration
Description: Information on the evaluation of new varieties of seeds for the purpose of registration.
Topics: Registration of seeds; lists of registered and unregistered varieties.
Program Record Number: CFIA VAR 110

Program Records – Animal Health

Disease Control
Description: Information on the prevention, control and eradication of communicable and other diseases, and on compensation for related losses.
Topics: Animal diseases - brucellosis, tuberculosis, rabies and other indigenous diseases; foreign animal diseases; reportable diseases of animals and poultry; artificial insemination; embryo transfer; veterinary biologics; the following database: Wildlife Serum Bank.
Format: Machine-readable records are available on brucellosis survey arranged by herd at headquarters; also on herd serum banking and rabies control.
Program Record Number: CFIA CON 025

Export Testing and Certification
Description: Information on the acceptability of Canadian animals and products for export by ensuring they are free of disease or disease-causing agents and by meeting the standards of importing countries.
Topics: Species of animals; disease and disease-causing agents; import requirements of foreign countries; export testing programs and certification; facilitating export; export of livestock, non-traditional exotic species, birds; poultry; export of plants.
Program Record Number: CFIA ETC 020

Feed Evaluation, Registration and Compliance
Description: Information on pre-sale evaluation of feed, registration of feed, and inspection of feed production and products to ensure compliance with regulatory requirements.
Topics: Evaluation of feed; approval of single ingredients; correspondence; labelling; certificates of registration; registration continuance certificates; product inspection; feedmill inspection; toxicity, residues and diseases; violations; hay and straw grading; the following database: Livestock Feeds Contaminants Database.
Format: Feed database of registered products and listing of analytical results of feed samples are machine-readable; microfilm for expired certificates of registration and company correspondence.
Program Record Number: CFIA FRC 145

Humane Treatment of Animals
Description: Information on the prevention of stress-related diseases in animals and humane treatment of animals being transported within Canada or imported to or exported from Canada.
Topics: Enquiries; reports; correspondence; transportation systems; ports of entry; recommended codes of practice for farm animals.
Program Record Number: CFIA HTA 010

Importation of Animals / Animal Genetics / Animal Products
Description: Information on the control of bird and animal pathogens imports to prevent animal disease from gaining entry into Canada.
Topics: Veterinary inspection reports; Foreign Animal Disease (FAD) strategy documents; quarantine station activity reports; import protocols; risk assessments; import permit applications; import permits; laboratory diagnostic test results, import of animal pathogens; import of game farm and zoological garden animals; import of pets; feathers, skins, hides and wool; import of birds; fertilizers; tankage; plant products; insects; others (tropical fish, amphibians, worms).
Program Record Number: CFIA ANI 015

Program Records – Food

Export and Import
Description: Information on the certification of Canadian meat and meat products and egg and egg products for export to comply with the requirements of foreign countries. Compliance of imported meat, meat products and egg and egg products and all of the byproducts with Canadian standards.

Topics: Import certification; Export certification; foreign inspection system and foreign country residue monitoring programs and establishment reviews; review of registered Canadian and foreign facilities to comply with export and import requirements; statistics; complaints; enforcement and compliance; policy development.
Format: List of all approved foreign establishment; products for import and export, and statistics on the import and export of meat are computer available.
Program Record Number: CFIA EXP 090

Fish Inspection
Description: Inspection of fish products in export including inter-provincial and import for safety and quality; inspection of industry Quality Management Program.
Topics: Product inspection and certification for export; monitoring of industry processing and grading practices; inspection of fish harvesting, handling, transportation, storage and processing facilities, development and testing of grade standards; development and enforcement of regulations.
Access: Records are arranged numerically by subject.
Format: Listing of analytical results of fertilizer samples, Canadian fertilizer plant statistics and fertilizer database of registered products are machine-readable.
Program Record Number: CFIA INS 483

Grading, Standards and Labelling (Dairy, Fruit and Vegetables)
Description: Information on grading programs, quality standards and on the design and control of labelling requirements.
Topics: Standards - dairy, fresh fruit and vegetables, processed fruit and vegetables, honey and maple products; grading of dairy products; monitoring the grading of fruit and vegetable products; label design and approval; packaging; weight and volumes; studies and surveys; policy development; consultation with governmental and non-governmental organizations.
Program Record Number: CFIA DFV 045

Import, Export and Interprovincial Control
Description: Information on the control and regulation of import, export and interprovincial movement of dairy, fresh and processed fruit, vegetable products and honey and maple products.
Topics: Export certification; compliance to import regulations; concessions - processing and packaging; consultations - associations, government agencies (foreign and domestic); statistics; complaints; policy development.
Program Record Number: CFIA IEI 055

Inspection and Monitoring
Description: Information on the inspection and monitoring of dairy, fresh and processed fruits and vegetables, honey and maple products and certain other products; inspection of related establishments.
Topics: Product inspection; establishment inspection; laboratory analysis; certificates of inspection; system auditing; consultation with governmental and non-governmental organizations; violations and prosecutions; inspection fees; complaints; compliance; policy development; the following database: Residues in Agri-Foods Monitoring Program.
Program Record Number: CFIA MON 060

Inspection and Monitoring (Meat and Poultry Products)
Description: Information on the inspection, slaughter, monitoring and auditing of food animals, meat products, meat-by products and plant sanitation.
Topics: Testing - toxicity,agricultural chemicals and veterinary drug residues, contaminants; slaughter and disease monitoring; complaint investigation; transport and plant sanitation; inspection auditing; surveys; national and regional inspection and audits - slaughterhouses, storage and processing facilities; stamping devices; policy development.
Format: Files of statistics on monthly red meat and poultry kills, disease condemnations and establishment reviews are computer available as well as chemical and veterinary drug residues in Agri-Food monitoring.
Program Record Number: CFIA MPP 075

Red Meat Grading Program
Description: Information on a national and regional program audits on red meat grading program delivery.
Topics: Grading, audits and monitoring of grading accuracy and delivery of red meat; complaints, enforcement; policy development.
Program Record Number: CFIA RMG 035

Registration and Product Standards (Meat and Poultry Products)
Description: Information on standards for the processing, grading and marking of poultry and poultry products, red meat, egg and egg products.
Topics: Sanitation and building standards; grading standards; poultry packaging and labelling; import

and export requirements; policy development; consultation with industry.
Program Record Number: CFIA RPS 030

Registration, Licensing and Arbitration
Description: Information on the registration of fresh and processed fruit and vegetable, and honey and maple products processing plants, dairy plants, and fresh produce warehouses; the licensing of dealers and brokers; and the arbitration of disputes.
Topics: Registration of establishments - dairies; fresh and processed fruit and vegetable, and honey and maple products processing plants; fresh produce warehouses; licensing of dealers and brokers; suspension or cancellation of registration; list of registered processors; arbitration boards; complaints; policy development.
Program Record Number: CFIA RLA 050

Standards and Labels
Description: Information on the development of and compliance with standards and labels to ensure quality, nutritional value and safety of agri-food products.
Topics: The information is available on CFIA web site.
Program Record Number: CFIA LAB 085

Program Records – Science

Analytical Methodology Development
Description: Information on analytical methodologies to support and enhance the quality of scientific analysis provided by the division.
Topics: Methodology research proposals; assessment studies; methods validation; establishment and dissemination of methodology; program review; analytical literature surveys; research reports; publications; investigational sampling requests, and results.
Program Record Number: CFIA AMD 070

Biological Programs
Description: Information on the identification of pests and on analysis of pest risk.
Topics: Lists of intercepted pests; insects and plant diseases; surveys; pest identification; analysis of pest risk.
Program Record Number: CFIA BIO 170

Pathology Services
Description: Diagnostic service and research activities related to animal diseases, consultation and licensing for use of biologics, veterinary and pest control products.
Topics: Diseases (agents of disease, transmission to humans, economic loss due to disease); diagnostic activities; diagnostic reagents; registration consulting service; licensing and use of biologics, veterinary and pest control products.
Program Record Number: CFIA PAT 005

Scientific Analysis (Science)
Description: Information on analytical tests to ensure conformity with established quality-assurance and safety standards for certain products and facilities.
Topics: Requests for analysis; analytical reports; test results; product safety; sampling programs (quotas); provision standards; consultation with national and international, governmental and non-governmental organizations; methods of analysis; statistics; laboratory accreditation protocols; audits; check samples; quality assurance protocols.
Access: Files arranged by date sampled, laboratory number or by commodity, region, date and type of test. Certain files are kept in regional laboratories.
Format: LIMS computer database contains samples received and reported, tests requested and performed, and computer-generated certificates of analysis are machine-readable. Additional data stored in Personal Computer Databases.
Program Record Number: CFIA SCI 065

Program Records – Others

Access to Information and Privacy Requests
Description: Includes material related to the administration of and internal procedures for the processing of formal and informal requests, in accordance with the Access to Information Act and/or the Privacy Act. These records may contain the requests made by individuals to obtain access to information under the control of the institution in accordance with the Access to Information Act and/or the Privacy Act, related replies and information related to their processing, such as the software systems used within institutions to manage the administration of access and privacy requests, i.e. ATIP Flow, ATIP Image software, Coordination of Access to Information Requests (CAIR) System, etc. These records may include requests for correction of personal information; informal requests; complaints, investigations and requests for judicial review; consultations received from or sent to other institutions; requests for advice received from institutional officials that raise privacy and/or access to information concerns, etc.
Topics: These records may include material related to cases leading to a change of policy or procedure, material related to reports to Parliament

on the administration of the Acts; conference material; committee information; copies of relevant legislation, and related policies, as well as information related to the interpretation and application of these laws and policies.
Program Record Number: CFIA PRN 930

Regulatory Communication
Description: Includes guidelines and procedures relative to the dissemination of technical information via various media.
Topics: Regulatory communication; computer systems; presentations; publications; regulatory information by telephone.
Program Record Number: CFIA REC 051

Training for Inspection and Monitoring (Meat Hygiene)
Description: Information on training for the inspection and monitoring of food animals, meat products and plant sanitation.
Topics: Inspection techniques for various species: sanitation practices: humane handling, meat processing; basic meat science; basic microbiology; food borne pathogens; biological residues.
Format: Training materials in written format as modules with visual components on video or filmstrip with audio cassette.
Program Record Number: CFIA TIM 076

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information & Privacy Requests

Accounts and Accounting

Audits

Budgets

Buildings

Buildings and Properties

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Lands

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Procurement

Proactive Disclosure

Relocation

Salaries and Wages

Training and Development

Travel

Utilities

Vehicles

Particular Personal Information Banks

Accreditation of Private Seed Testing Laboratories
Description: This bank contains technical information on organization, management, testing equipment, sample throughput and the performance rating of the laboratory in performance monitoring programs.
Class of Individuals: Seed laboratory proprietors, accredited seed analysts.
Purpose: The purpose of this bank is to maintain records of the businesses and individuals who have been accredited to test and grade seed along with the technical data on the bases for the accreditation, and subsequent performance of the quality of the seed testing carried out by the laboratory.
Consistent Uses: To assess, on the basis of performance and maintenance of the facilities and staff, if the accreditation should be continued or withdrawn.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 105
TBS Registration: 003139
Bank Number: CFIA PPU 103

Accredited Private Seed Analyst
Description: This bank contains technical information on persons that applied for and written an accredited seed analyst exam. It contains a copy of their results and any certificates awarded.
Class of Individuals: Seed analysts working for private seed testing laboratories or seed firms.

Purpose: The purpose of this bank is to maintain a record of the persons who have written the exam and the results they achieved in the exam.
Consistent Uses: To assess the level of the actual persons' competence should they want to obtain a higher level of accreditation. The file is used to confirm that the level of accreditation that a seed laboratory merits is based on the qualification of its complements of accredited seed analysts.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 105
TBS Registration: 003138
Bank Number: CFIA PPU 102

Agricultural Biotechnology
Description: This bank contains correspondence related to agricultural biotechnology, including correspondence on submissions for environmental safety assessments of plants with novel traits (PNTs), novel feeds derived from PNTs, and other areas of agricultural biotechnology. Personal information in this data bank includes correspondents' names, addresses (if sent in by post), email addresses (if sent in by email), correspondence, and agency responses to that correspondence.
Class of Individuals: Individuals from the general public, academia, non-government organizations (NGOs), and industry who write to the agency on issues related to agricultural biotechnology.
Purpose: The information is used to respond to correspondence and to provide information, including decision documents for PNTs, to individuals who have given comments or made general inquiries about agricultural biotechnology. Relevant scientific comments may be used in safety assessments of PNTs. The names and addresses of the individuals may be provided to the organization conducting the safety assessment with the consent of the individuals.
Consistent Uses: Comments and personal information may be shared with other federal government regulators doing safety assessments, such as Health Canada, for the same purposes: to allow for comments on assessments and other aspects of regulating agricultural biotechnology, and to respond to correspondents.
Retention and Disclosure Standards: The personal information and comments received are entered in an electronic database, which will be retained indefinitely. The intent is for hard copies to be retained for five years after the last administrative action and, once the RDA is approved, they will be destroyed after the retention period has expired.
RDA Number: 2003/015
Related PR#: CFIA FRC 145, CFIA VAR 110, CFIA IPP 155
TBS Registration: 005394
Bank Number: CFIA PPU 125

Animal Health Importation Program
Description: This bank contains information related to the importation of animals, animal products and by-products, veterinary biologics and related items. Examples are cattle, horses, poultry, animal semen and embryos, meat, animal hides, veterinary vaccines, serums, toxins, etc. The information relates to permits, applications, quarantines, test results, numbers imported, etc.
Class of Individuals: Information relates primarily to the identification of Canadian importers and, to a lesser extent, exporters in other countries.
Purpose: To provide statistical information on imported commodities, to enable tracebacks for disease purposes and to provide an inventory of animals, commodities, owners, etc. for reference and consultation purposes.
Consistent Uses: The bank is used primarily for issuing import permits, quarantining animals and birds, import statistic compilation, tracing back from disease outbreaks, verification of legal entry of animals, etc., into Canada.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 015
TBS Registration: 001711
Bank Number: CFIA PPU 011

Application for Compensation (PVYn)
Description: Name, address, telephone number, legal description of persons (farmers), property, production and sale records and grower's seed potato certification number.
Class of Individuals: Farmers mainly.
Purpose: For the purpose of awarding compensation payments to persons (farmers mainly) affected by the plant virus PVYn.
Consistent Uses: It is expected that there will be some form of data sharing with the provinces and the potato marketing boards.
Retention and Disposal Standards: These files are retained for 10 years after the last

administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 99/004
Related PR#: CFIA 161
TBS Registration: 002941
Bank Number: CFIA PPU 012

Artificial Insemination (A.I.) Units
Description: Information contained in the bank includes reports on owners of male donor animals in the A.I. units; name, identification and test results of the animals; records on the amount of semen being imported into the country to be stored at the A.I. units; and records showing the amount of semen exported.
Class of Individuals: Individuals who have had semen collection of their animals done at artificial insemination units.
Purpose: The purpose of this information bank is to support the prevention of disease transmission through the use of artificial insemination.
Consistent Uses: This bank is used in the monitoring of artificial insemination units and for issuing licences, export certificates and import permits.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 025
TBS Registration: 000880
Bank Number: CFIA PPU 055

Authorization of Establishments to Certify Seed
Description: This bank contains technical information on seed handling equipment, seed sale data and product compliance data.
Class of Individuals: Seed establishment proprietors.
Purpose: The purpose of this bank is to maintain a record of businesses and individuals who have been authorized to tag and seal certified seed, and/or sell certified seed in bulk, along with technical data on the basis of the authorization and subsequent performance of the seed from such establishments in meeting standards under the Seeds Act and Regulations.
Consistent Uses: To assess on the basis of product performance whether authorization should be continued or withdrawn to certify seed.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 095
TBS Registration: 000890
Bank Number: CFIA PPU 105

Canadian Processed Poultry Stations
Description: As per the Livestock and Poultry Carcass Grading Regulations, under the Canada Agricultural Products Act, this bank contains documentation prepared by federal inspectors on registration, processed poultry grading standards, application, program delivery and audits.
Class of Individuals: Registered processed poultry station operators.
Purpose: To provide historical records on processed poultry stations; grading standards; compliance for graded poultry.
Consistent Uses: The primary use of the files is to accumulate for weekly publication a provincial and Canadian record of processed poultry stations' output for use by the Canadian poultry industry.
Retention and Disposal Standards: These records are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 035
TBS Registration: 000885
Bank Number: CFIA PPU 080

Canadian Registered Hatcheries (Chicken and/or Turkey)
Description: Documentation prepared by federal inspectors on hatchery permit issurance, hatchery premises plans, inspections and audit reports.
Class of Individuals: Chicken/turkey hatchery operators.
Purpose: To provide an historical record on hatcheries registered under the Hatchery Regulations of the Health of Animals Act.
Consistent Uses: Health status; program performance; delivery as it relates to the production of healthy disease free chicks and poults.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 035
TBS Registration: 000884
Bank Number: CFIA PPU 075

Consumer Complaint Database
Description: Information on complaints received from consumers and buyers of fish products including name, address and phone number

of the complainant, details of the complaint and the results of the investigations.
Class of Individuals: Consumers and buyers of fish products
Purpose: To record particulars of complaints from consumers and buyers of fish products and investigations related thereto.
Consistent Uses: In cases of suspected food poisoning, other data including illness symptoms are stored.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 080
TBS Registration: 003623
Bank Number: CFIA PPU 095

Development & Implementation of HACCP Systems
Description: The National Hazard Analysis Critical Control Point (HACCP) adaptation contribution program will provide contribution funding to small and medium sized federally registered food processing establishments to develop and implement HACCP systems.
Class of Individuals: Owners of small & medium sized federally registered food processing establishments.
Purpose: To collect information about participating establishments and their owners such as name, address, SIN, size and progress through HACCP implementation in order to determine the usesfulness of the program dollars spent.
Consistent Uses: None at the present time.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 080
TBS Registration: 004005
Bank Number: CFIA PPU 036

Disease Investigation
Description: Information contained in the bank includes reports on herds in which there have been an unusual number of deaths or other uncommon occurrences; reports from veterinary practitioners reporting unusual occurrences in their area; reports from veterinarians in charge of registered establishments reporting high incidence of disease in one particular herd or flock.
Class of Individuals: Livestock owners who have had uncommon occurrences in their herds or flocks.
Purpose: The purpose of this information bank is to support the monitoring of livestock diseases in Canada in accordance with the Health of Animals Act.
Consistent Uses: The primary use of this bank is to report unusual occurrences of animal disease.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 025
TBS Registration: 000874
Bank Number: CFIA PPU 025

Disease Investigation on Reportable Diseases
Description: Information contained in the bank includes reports on individual herds or flocks in which a reportable disease has been diagnosed or suspected.
Class of Individuals: Livestock owners who have a reportable disease in their herd or flock.
Purpose: The purpose of this information bank is to support the eradication and/or control of livestock diseases in Canada which are reportable under the Health of Animals Act.
Consistent Uses: The primary use of this bank is to monitor reportable livestock diseases and payment of compensation.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 025
TBS Registration: 000879
Bank Number: CFIA PPU 050

Embryo Transfer Centres
Description: Information contained in the bank includes the names and identification of parents of embryos, results of tests of parent and recipient animals, records of animals, animal embryos imported into the country by means of recipient animals or for transfer into recipient animals and records showing the number of animal embryos exported.
Class of Individuals: Individuals who operate embryo transfers performed at embryo transfer centres.
Purpose: The purpose of this information bank is to support the prevention of disease transmission through the process of animal embryo transfer from donor females into recipient females.
Consistent Uses: The bank is used in the monitoring of embryo transfer centres for

registration purposes and for issuing export certificates and import permits.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 035
TBS Registration: 000876
Bank Number: CFIA PPU 035

Export Control Information Bank
Description: This bank contains information such as species exported, destination and phytosanitary condition.
Class of Individuals: The information in this bank relates to persons wishing to export plants or plant materials.
Purpose: The purpose of this bank is to issue phytosanitary certificates for export of plants or plant materials.
Consistent Uses: The information will be used to maintain a list of individuals and organizations interested in the Salmonella and Food-Borne Disease Program.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 156
TBS Registration: 003037
Bank Number: CFIA PPU 120

Export of Livestock
Description: Information contained in the bank includes names and addresses of livestock exporters, numbers and identification of the livestock, including embryos and semen exported. The files include records on individuals as well as companies involved in the exporting of livestock such as volume of business, value of contracts and purpose of exportation.
Class of Individuals: Livestock owners and companies exporting livestock.
Purpose: The purpose of this information bank is to support the prevention of the export of diseased livestock and to ensure that the livestock meet the health requirements of the importing countries, and to provide for statistical compilation.
Consistent Uses: The bank is used to monitor the export of animals;, to issue health certificates; establish uniformity of procedures in the operations of quarantine and inspection of livestock for export.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 020
TBS Registration: 000873
Bank Number: CFIA PPU 020

Feed Registration
Description: This bank contains applications for feed registration in compliance with the Feeds Act. It also includes the names and addresses of companies and farmers, and names of feeds (including brand names), together with registration numbers. This information is included on a database of feed manufacturers who have registered feed products.
Class of Individuals: On-farm manufacturers who mix medicated feed and commercial feed mills.
Purpose: The information was obtained as part of the feed registration procedure. Consistent Uses: The information is used by headquarters and regional feed, registration and compliance staff to carry out inspection and sampling, as required.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 145
TBS Registration: 001876
Bank Number: CFIA PPU 111

Herd Test Reports on Bovine Tuberculosis
Description: 1985-1986 was the last year of farm testing; no more herd testing on tuberculosis has been done since that time. Information contained in the bank includes the number of animals tested; the number of animals suspected of or suffering from tuberculosis;, the location where the infected animals were slaughtered, the amount of compensation paid and a certificate declaring that the premises are free of disease. This information bank records test results on all herds tested for bovine tuberculosis.
Class of Individuals: Livestock owners of animals suspected of or suffering from tuberculosis.
Purpose: The purpose of this information bank is to support the eradication of bovine tuberculosis.
Consistent Uses: Primary use of this bank is to monitor tuberculosis in Canada and to calculate the payment of compensation for animals slaughtered under the Health of Animals Act.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.

RDA Number: 2003/015
Related PR#: CFIA 025
TBS Registration: 000875
Bank Number: CFIA PPU 030

Herd Test Reports on Brucellosis
Description: Historical data. Information contained in the bank includes reports on herd owners, the number of animals tested, the number of animals suspected of, or suffering from, brucellosis, the location where the infected animals were slaughtered, the amount of compensation paid and the certificate declaring premises free of disease. No herd testing for several years on brucellosis. Canada was declared brucellosis free in 1985.
Class of Individuals: Livestock owners of animals suspected of or suffering from brucellosis.
Purpose: The purpose of this information bank is to aid in the eradication of brucellosis.
Consistent Uses: The information is used to evaluate the program and to calculate the payment of compensation for animals slaughtered under the Health of Animals Act.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 035
TBS Registration: 000877
Bank Number: CFIA PPU 040

Herd Test Reports on Johne's Disease (Paratuberculosis)
Description: Historical data. Information contained in the bank includes the number of animals tested and the number of animals suspected of or suffering from Johne's disease.
Class of Individuals: Livestock owners of animals suspected of or suffering from Johne's disease. Canada is free of Paratuberculosis. There is no program in Canada.
Purpose: The purpose of this information bank is to support the control of Johne's disease in accordance with the Health of Animals Act.
Consistent Uses: Primary use of this bank is to monitor Johne's disease in Canada.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 025
TBS Registration: 000878
Bank Number: CFIA PPU 045

Herd Test Reports on Leukosis for Canada Health Accredited Herd (CHAH) Program
Description: The information in this bank includes reports on herd owners, the number of animals tested and the number of animals suspected of being infected with enzootic bovine leukosis (EBL) virus. This bank records all official test results on all herds enrolled in the CHAH plan for EBL. Information in the bank also includes the identity of the animals in the herd.
Class of Individuals: Livestock owners who wish to enrol their herd in the voluntary CHAH plan for enzootic bovine leukosis.
Purpose: The purpose of this information bank is to support a voluntary herd accreditation program for enzootic bovine leukosis in Canadian cattle herds. The CHAH Program enables owners to detect EBL and to control the infection within their herd, it also facilitates domestic and international trade.
Consistent Uses: This bank records all official test results on all herds enrolled in the CHAH plan for EBL.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 025
TBS Registration: 002378
Bank Number: CFIA PPU 046

Import Control Information Bank
Description: This bank contains information on plants and plant materials, such as species imported, origin, intended use, names of importers, and notices of refused entry.
Class of Individuals: Persons wishing to import plants or plant materials.
Purpose: To issue permits for import of plants or plant materials, to control entry and to enable the Plant Health Division to correspond with export and/or import permit holders on regulatory subject matters.
Consistent Uses: To issue import permits, to compile plant-origin- destination profiles and to enable the Plant Health Division to contact permit holders for regulatory enforcement purposes.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 155

TBS Registration: 000892
Bank Number: CFIA PPU 115

Inspection and Registration - Processed Dairy Products
Description: This bank contains information on the condition of dairy premises, product quality, volumes and countries of origin of imported products.
Class of Individuals: Dairy processors.
Purpose: The purpose of this bank is to support the enforcement of the regulation of dairy products under the mandate of the Canada Agricultural Products Act and Regulations.
Consistent Uses: The information is used in regulating the manufacturing, importation, exportation and marketing of dairy products and in the formulation of government policy.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 060
TBS Registration: 000886
Bank Number: CFIA PPU 085

Inspection and Registration - Processed Products
Description: This bank contains documentation on safety, grading, packaging, and labelling of products as well as correspondence and information on food processors, packers, importers, wholesalers and producers (honey and maple).
Class of Individuals: Processors, packers, importers, wholesalers and producers (honey and maple) of processed products.
Purpose: The purpose of this bank is to aid enforcement of the Canada Agricultural Products Act and Regulations relating to the quality and safety of processed products, including honey and maple products.
Consistent Uses: The information is used to assist in the maintenance of national quality standards and to assess compliance with regulatory requirements.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 045
TBS Registration: 000888
Bank Number: CFIA PPU 095

Inspector/Grader Certificate & Application
Description: Information required for all inspectors in the CFIA to permit them to inspect under the various acts.
Class of Individuals: Inspectors.
Purpose: To permit inspectors to inspect agricultural commodities.
Consistent Uses: Once the application form has been completed and approved, a card is presented to the individual so that he/she then becomes a registered establishment inspector.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 076
TBS Registration: 002696
Bank Number: CFIA PPU 097

Investigations: Violations of Acts and Regulations – Enforcement & Investigation Services (EIS)
Description: The information contained in this bank consists of narrative reports which describe the action taken in a particular investigation. Coverage consists of persons and/or companies suspected of violating acts and regulations administered by Enforcement & Investigation Services (EIS).
Class of Individuals: The general public.
Purpose: The purpose of this bank is to maintain records to assist in the enforcement of the acts and regulations administered by EIS. Narrative reports are collected under the authority of the Canadian Food Inspection Agency Act. Social insurance numbers are collected on narrative reports under the authority of the Canadian Food Inspection Agency Act. The social insurance number is required to properly identify individuals suspected of violating the Act.
Consistent Uses: The information is used primarily to investigate alleged and known violations of acts and regulations administered by EIS.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
TBS Registration: 001875
Bank Number: CFIA PPU 096

Licensing Agents and Inspection - Fresh Fruits and Vegetables
Description: This bank includes documentation on product grading, labelling and packaging as well as information on dealers and brokers.
Class of Individuals: Dealers and brokers.
Purpose: The purpose of this bank is to aid enforcement of the Canada Agricultural Products Act and Regulations relating to product quality and marketing of fresh fruits and vegetables.
Consistent Uses: The information is used to assist in the maintenance of national quality standards and to assess compliance with regulatory requirements.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 050
TBS Registration: 000887
Bank Number: CFIA PPU 090

Licensing of Swine Producers Feeding Garbage
Description: Information contained in the bank includes copies of permits issued to individuals showing name, address, location and number of swine on premises, building structure and size, number of swine arriving at the premises, number of swine leaving and the location where they were slaughtered. Files contain applications for all garbage feeders operating in Canada.
Class of Individuals: All garbage feeders who have operated or are operating in Canada.
Purpose: The purpose of this information bank is to support the prevention of the introduction of disease through the feeding of garbage to swine in accordance with the Health of Animals Act.
Consistent Uses: The primary use of this bank is to monitor garbage feeding of swine and to license premises in Canada.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 030
TBS Registration: 000881
Bank Number: CFIA PPU 060

Processed Egg Stations Operation
Description: Documentation on processed egg station operation.
Class of Individuals: Processed egg station operators.
Purpose: The purpose of the bank is to provide a historical record on registered processed egg station operations, compliance and station output.
Consistent Uses: The bank is used to maintain a list of registered processed egg stations and to accumulate a provincial and national record of processed egg output for use by the total Canadian poultry industry.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 035
TBS Registration: 000883
Bank Number: CFIA PPU 070

Salmonella and Food-Borne Disease
Description: Information contained in the bank relates to the identity and location of individuals/ organizations of interest to officers of the Salmonella and Food-Borne Disease program. It includes their areas of expertise and special interest, membership/position in professional, scientific or industrial organizations or groups, participation in the branch program and allocation to specific program mailing lists.
Class of Individuals: Information relates to individuals who work in or have interests in salmonella or other food-borne disease problems.
Purpose: The purpose of this information is to enable the branch program officers to identify and to contact the various individuals with interests in salmonella and other food-borne disease problems. It also enables grouping of individuals with similar areas of sub-interest or responsibility and allows modified mailing lists.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 025
TBS Registration: 001710
Bank Number: CFIA PPU 006

Seed Quality
Description: This bank contains information on purity, labelling, advertising of seeds, registration of crop varieties and production data. Individuals involved in the production, importation and marketing of seed are identified by name and address.
Class of Individuals: Seed producers and growers.
Purpose: The purpose of this bank is to monitor and to enforce compliance with the Seeds Act and

Regulations respecting quality, labelling and advertising of seeds.
Consistent Uses: To ensure that seed producers and growers are operating in compliance with the Act and Regulations.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 105
TBS Registration: 000889
Bank Number: CFIA PPU 100

Shell Egg Grading Stations
Description: Documentation on shell egg grading station operation.
Class of Individuals: Egg station operators.
Purpose: The purpose of this bank is to provide a historical record on registered egg station operations and compliance.
Consistent Uses: The information is used to maintain a list of registered shell egg grading stations for the Canadian poultry industry.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 035
TBS Registration: 000882
Bank Number: CFIA PPU 065

Test Reports for Rabies
Description: Information in this bank relates to the identity and location of individuals or organizations whose animals are suspected of being infected with rabies. The information includes the number of specimens submitted, test results, number and identity of animals quarantined, the amount of indemnity paid and a certificate declaring the premises in question free of the disease.
Class of Individuals: Livestock, pet and zoo owners.
Purpose: The data are collected for the purpose of disease control statistics, the prediction of disease, and for quarantine and indemnity.
Consistent Uses: The information is used to control the disease and predict outbreaks of rabies, make payments of indemnity and to decide on treatment in the case of human contact.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 025
TBS Registration: 002377
Bank Number: CFIA PPU 051

Traceback Information (PVYn)
Description: Name, address, telephone number, legal description of affected land, UTM Code of affected land, grower seed potato certification number, map of farm. Class of Individuals: Mainly potato producers.
Purpose: For the purpose of tracing possible sources of PVYn infections on specific farms.
Consistent Uses: This information will be used internally only. Policy development may be based on general information collected.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 161
TBS Registration: 003137
Bank Number: CFIA PPU 014

Veterinary
Description: This bank contains reports and memos prepared by the Regional Director, reports by the Regional Veterinary Supervisor, reports generated by District Veterinarians, training records, files on accredited veterinarians and investigative reports.
Class of Individuals: Veterinarians.
Purpose: The purpose of this information bank is to document allegations of non-compliance with proper procedures for certifying livestock by accredited veterinarians for export purposes under the authority of the Health of Animals Act and Regulations.
Consistent Uses: The information will be used to conduct investigations on the ethics of professional veterinarians and to ensure compliance with procedures so as to ensure the international credibility of Canadian export certification.
Retention and Disposal Standards: These files are retained for 10 years after the last administrative action. The files are then transferred to National Archives for selective retention.
RDA Number: 2003/015
Related PR#: CFIA 005
TBS Registration: 001713
Bank Number: CFIA PPU 026

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Hospitality

Personnel Security Screening

Relocation

Travel

Classes of Personal Information

General Correspondence and Enquiries

Personal information in this class relates to routine correspondence concerning the regulatory and licensing activities associated with meat inspection, pesticides, feeds and fertilizers, veterinary biologics and the humane transportation of animals. It also relates to general enquiries concerning agricultural research, food advisory information. The personal information contained in this class normally includes the name and address of the enquirer, but is neither arranged nor retrievable by personal identifiers. This form of personal information exists in a fragmented form throughout the subject files controlled by the Agency and is normally retrievable only if specifics are provided concerning the subject and the date of the correspondence. The retention period for this class of personal information is controlled by the retention period of the files in which they are stored.

Ministerial Correspondence

This class of information contains correspondence received from external organizations and individuals in the form of requests for information, complaints, opinions and other similar submissions related to a broad range of policy issues pertaining to Canadian Food Inspection Agency's activities, wherein some unsolicited personal information has been provided by the correspondent. This form of information would be retrievable only if specifics of name, date of communication and subject were to be provided; it is not arranged or retrievable by personal identifiers. The retention periods of these classes of personal information are controlled by the record schedules of the general subject files in which they are stored.

Manuals

- Canadian Shellfish Sanitation Program - Manual of Operation
- Dairy Plant Inspection Manual Requirements and Procedures
- Establishment Inspection Manual - Processed Products
- Facilities Inspection Manual
- Feed Freight Assistance Manual
- Feed Inspection Manual
- Feed Laboratory Analytical Methods
- Fertilizer Inspection Manual
- Fertilizer Laboratory Methods Manual
- Fish Products Inspection Manual - Policies and Procedures
- Fish Products Standards and Methods Manuall
- Flexible Retort Pouch Defects Manual
- Fresh Fruit Commodity Manual
- Fresh Vegetables Commodity Manual
- Grading Manual - Dairy Products
- Inspection Manual - Dairy Products
- Inspection Manual - Fresh Fruits and Vegetables
- Inspection Memoranda of Understanding and Agreement
- Inspector's Guide - Licensing and Arbitration (Fresh Fruits and Vegetables)
- Livestock Grading Manual
- Manuals of Procedures Relating to the Health of Animals Act
- Meat Hygiene Manual of Procedures
- Meat Inspection Act and Regulations
- Metal Can Defects Manual
- Methods and Procedures for Testing Seed
- Microbiological Analysis of Frozen Vegetables
- Plant Pest Emergency Program Manual
- Plant Protection Directives, Act and Regulations
- Plant Virus and Antiserum Bank

- Processed Egg Inspection Manual
- Processed Poultry Inspection Manual
- Product Inspection Manual - Processed Products
- Recommended Manufacturing Practices for Pasteurized/Modified Atmosphere Packaged/ Refrigerated Food
- Regulatory Proposals and Regulatory Directives
- Seed Potato Inspection Manual
- Seed Potato Laboratory Manual
- Shell Egg Inspection Manual
- Ship, Mill and Elevator Inspection Manual
- Specialty Cheese Manual
- Standard Procedures fo Bacteriological Analysis

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Agency and its various programs and functions may be directed to:

Access to Information and Privacy Services
Canadian Food Inspection Agency
59 Camelot Drive, Room 211 East
Ottawa, Ontario K1A 0Y9

Telephone: 613-221-4728
Toll-free: 1-800-442-2342

Reading Room

The Agency has designated a public reading room in accordance with the Access to Information Act.

Access to Information and Privacy Services
Canadian Food Inspection Agency
59 Camelot Drive, Room 211 East
Ottawa, Ontario K1A 0Y9

Telephone: 613-221-4728
Toll-free: 1-800-442-2342

Canadian Forces Grievance Board

Chapter 34

General Information

Background

The Canadian Forces Grievance Board (CFGB) was established on March 1, 2000 as a result of legislation that contained comprehensive amendments to modernize the National Defence Act (NDA). These amendments are designed to help renew the Canadian Forces. One of the reforms was aimed at creating an independent review of grievances through the establishment of the Canadian Forces Grievance Board. The establishment of the Board is defined in section 29.16 of the NDA. Chapter 7.12 of the Queen's Regulations and Orders applicable to the Canadian Forces that govern the types of grievances referred to the CFGB came into effect on June 15, 2000.

Responsibilities

The Canadian Forces Grievance Board is an external and independent administrative tribunal with powers of a quasi-judicial nature, established by the National Defence Act (NDA), that is mandated to review grievances referred to it by the Chief of the Defence Staff (CDS) and to provide findings and recommendations to the CDS regarding grievances so referred. The Canadian Forces Grievance Board has the power to summon witnesses, to compel the production of evidence when the Board considers it necessary and to determine and modify its own rules of procedure. Although the Board's findings and recommendations are not binding, the CDS must provide reasons in writing to the Board and the grievor if he does not accept them. The Board reports annually to Parliament through the Minister of Defence.

Legislation

- Canadian Forces Grievance Board Rules of Procedure
- National Defence Act
- Queen's Regulations and Orders applicable to the Canadian Forces

Organization

The Board is responsible for the review of certain types of grievances referred to the Board by the Chief of the Defence Staff.

Board Membership

The Board is made up of a chairperson, a full-time vice-chairperson, a part-time vice-chairperson and part-time members, all appointed by the Governor in Council. The Chairperson is a full time member, is the Chief Executive Officer of the Board and has supervision over and direction of its work and staff. The senior staff consists of an Executive Director, a Director, Grievance Analysis and Operations, and a Director, Legal Services and General Counsel.

Director, Grievance Analysis and Operations

The Director, Grievance Analysis and Operations is responsible for researching and investigating the information that the Board needs to make findings and recommendations on grievance cases.

Executive Director

The Board's Executive Director is responsible for providing strategic leadership, as well as developing and implementing the Board's management framework, its strategic priorities, its business plan, reviewing its progress, and negotiating on behalf of the Board with central agencies.

Director, Legal Services and General Counsel

The Director, Legal Services and General Counsel is accountable for directing the provision of legal advice, interpretation and legal opinions to the Canadian Forces Grievance Board, legal representation at Board hearings, and representation of the Board before the Federal Court of Canada.

Information Holdings

Program Records

Access to Information and Privacy Activities and Policies
Description: Information on the Canadian Forces Grievance Board policies and procedures regarding the Access to Information Act and the Privacy Act.
Topics: Policy, procedures and report files; access to information and privacy information bank files; updates to Info Source; liaison with other government departments; policies and procedures governing access to and release of information and the application of exemptions; statistics and activity reports.
Access: By subject.
Program Record Number: CFGB ADM 752

Applications for employment
Description: Information on individuals who submitted applications for employment to the Canadian Forces Grievance Board.
Topics: letters, completed applications forms, résumés, letters of reference and letters acknowledging receipt of applications.
Access: By name
Program Record Number: CFGB HR 500

Board Members
Description: Information on individuals appointed by order of the Governor-in-Council to the Canadian Forces Grievance Board.
Topics: Information on Board Members.
Access: By name
Program Record Number: CFGB RH 530

Canadian Forces Member Grievance References
Description: Information on grievance files submitted by members of the Canadian Forces and referred to the Canadian Forces Grievance Board by the Chief of Defence Staff.
Topics: grievor's name and service number, findings and recommendations sent to the Chief of Defence Staff.
Access: By file number
Program Record Number: CFGB LEG 1120

Communications
Description: Information on communication matters of the Canadian Forces Grievance Board.
Topics: Board brochures; audio-visual presentations; annual reports.
Access: By subject.
Program Record Number: CFGB ADM 757

Contracts
Description: Information on the procurement of services by the Canadian Forces Grievance Board.
Topics: Policy, procedures, description of requirement, price, contract negociations, contract solicitation and award.
Access: By company
Program Record Number: CFGB FIN 410

Grievance Proceedings
Description: Information on the policies and procedures regarding the processing of grievances.
Topics: Policy and procedures; legislation; general files.
Access: By subject.
Program Record Number: CFGB ADM 250

Legal Matters
Description: Legal opinion and research, and related correspondence, in relation to matters within the mandate of the Board.
Topics: Law related to operational case files, administrative matters or research.
Access: By subject.
Program Record Number: CFGB LEG 230

Security
Description: Information on the application to the Canadian Forces Grievance Board of the Security Policy of the Government of Canada.
Topics: Security Policy of the Government of Canada; related correspondence, policies and procedures; compliance measures of the Board.
Access: By subject.
Program Record Number: CFGB HR 300

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Acts and Legislation

Administration

Business Continuity Planning (BCP)

Classification of positions

Employment and Staffing

Finance

Hospitality

Human Resources

Information Technology Services
Occupational, Health & Safety
Official Languages
Proactive Disclosure
Procurement
Physical Security
Relocation
Staff Relations
Training and Development
Travel

Particular Personal Information Banks

Applications for employment
Description: The records related to this bank contain information on individuals who have submitted applications for employment and related correspondence. The records may contain letters, completed application forms, résumés, letters of reference and letters from the Grievance Board acknowledging receipt of applications. The types of personal information collected include: applicant's name, mailing address, telephone number, e-mail address, employment status and history, marital status, age, sex, country of birth, citizenship, social insurance number, educational background and letters of recommendation.
Class of Individuals: Individuals seeking employment with the Board.
Purpose: To maintain an inventory of potential candidates that may be considered for use in a staffing purpose when vacancies arise within the Canadian Forces Grievance Board.
Consistent Uses: Relevant information may be transferred to an employee personnel record if the individual is offered and accepts employment.
Retention and Disposal Standards: Individual applications are retained for two years after receipt of the application and then destroyed. Applications considered during a staffing process are retained for two years following the expiry of the eligibility list or after the last administrative use and then destroyed.
RDA Number: 98/005
Related PR#: CFGB HR 500
TBS Registration: 005862
Bank Number: CFGB PPU 016

Board Members
Description: This bank describes information related to Order-in-Council appointments to the Canadian Forces Grievance Board. The files may contain the individuals' names, mailing addresses, telephone numbers, email addresses, gender and age of the appointees, career highlights, curricula vitae, qualifications and letters of recommendation, photographs and biography, and a record of travel expenses and honoraria.
Class of Individuals: Individuals appointed by order of the Governor-in-Council.
Purpose: The purpose of this information is used to maintain an inventory of current and former Board Members of the Canadian Forces Grievance Board as well as to manage the administration of expenses and communications with these individuals.
Consistent Uses: No additional use of this information is intended.
Retention and Disposal Standards: Records are retained for six years after expiry of terms and then destroyed. Records will be destroyed only once a RDA number is in place.
RDA Number: TBD.
Related PR#: CFGB HR 530
TBS Registration: 005860
Bank Number: CFGB PPU 010

Canadian Forces Member Grievance References
Description: This bank contains information, forwarding comments, recommendations and decisions resulting from grievances submitted by members of the Canadian Forces and referred to the Canadian Forces Grievance Board by the Chief of Defence Staff. In addition to the requirements indicated on the Personal Information Request Form, individuals must provide their full name and service number. Individuals wishing to access only specific information should identify the material desired to expedite the processing of their requests.
Class of Individuals: Members of the Canadian Forces who have submitted grievances which have been referred to the Canadian Forces Grievance Board by the Chief of Defence Staff.
Purpose: The information is used by the Canadian Forces Grievance Board in dealing with grievances referred to the Board pursuant to the National Defence Act.
Consistent Uses: The information may be used for research, planning, evaluation and statistical purposes. It may also be used in the dissemination of precedents, and in the preparation of reports pursuant to the National Defence Act.

Retention and Disposal Standards: These records are kept for seven years and are then destroyed, unless they form part of substantial and precedent-setting grievance case files meeting specific criteria.
RDA Number: TBD
Related PR#: CFGB LEG 1120
TBS Registration: 004448
Bank Number: CFGB PPE 801

Contracts
Description: This bank describes the information collected to manage the contracting process within the Canadian Forces Grievances Board. The personal information collected includes the name of the company or the individual with whom the contract has been established, contact person, mailing address, telephone & fax numbers and email addresses. Also included are copies of curricula vitae, letters of reference, cheques, records of payment and GST number.
Class of Individuals: Individuals hired under personal service contracts by the Board or employees of private companies who represent their company as contact persons.
Purpose: The purpose of this information is to manage the establishment of personal services contracts and the disbursement of funds for services or deliverables as specified within the contract. Aggregate information is used to compile statistical data on all contracts established by the CFGB.
Consistent Uses: Information may be used to provide reports to management and it may also be used for research, planning, audit and evaluation purposes.
Retention and Disposal Standards: Records are retained for six fiscal years after completion of terms of contract and then destroyed.
RDA Number: 99/004
Related PR#: CFGB FIN 410
TBS Registration: 005861
Bank Number: CFGB PPU 012

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Business Continuity Planning (BCP)

Electronic Network Monitoring Logs

Hospitality

Personnel Security Screening

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Classes of Personal Information

Human Resources Planning and Management

Personal information about employees is also maintained in other departmental files and data bases in the human resource planning and management functions. Such systems are used to provide aggregated reports for the purpose of human resource planning and management and to assist in analysis of trends or developments. Although some of the information may be retrieved by a personal identifier, the data bases are not used to provide information about individual employees nor to make any administrative decisions affecting individual employees.

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Inquiries for general information about the Canadian Forces Grievance Board and its functions may be directed to:

Communications Services

Canadian Forces Grievance Board
60 Queen Street, 10th Floor
Ottawa, Ontario K1P 5Y7

Telephone: 1-877-276-4193
Facsimile: 613-996-6491
E-mail: cfgb-cgfc@cfgb.cgfc.gc.ca
Internet: www.cfgb-cgfc.gc.ca

Reading Room

In accordance with the Access to Information Act, members of the public may examine the basic and subsidiary manuals governing the administration and operation of the Canadian Forces Grievance Board at:

Canadian Forces Grievance Board
60 Queen Street, 9th floor
Ottawa, Ontario K1P 5Y7

Canadian Grain Commission

Chapter 35

General Information

Background

The Canadian Grain Commission (CGC) is a federal agency reporting to the Canadian Parliament through the Minister of Agriculture and Agri-Food. The CGC: Regulates grain handling in Canada and establishes and maintains standards of quality for Canadian grains. The CGC was founded in 1912.

The CGC's vision statement is as follows: "A leader in delivering excellence and innovation in grain quality and quantity assurance, research and producer protection."

This is supported by its mandate to,in the interests of the grain producers, establish and maintain standards of quality for Canadian grain and regulate grain handling in Canada, to ensure a dependable commodity for domestic and export markets.

In serving Parliament and Canadians, the CGC is guided by and proudly adhere to the following values: Accountability; Courage; Integrity; Innovation; Respect; Humanity; Commitment; and Excellence.

Responsibilities

The CGC delivers a grain quality and quantity assurance program that results in consistent and reliable shipments of grain that meet contract specifications for quality, safety and quantity. Quality is Canada's competitive edge in the world market. Quality and quantity assurance services include:

Inspecting grain to certify quality, including all grain received at and shipped from terminals, all grain exported from transfer elevators, and submitted samples of grain from producers and the grain trade.

Certifying weights for grain exports, supervising weighing at terminals, conducting audits of terminal and transfer elevator stocks and inspecting terminal and transfer elevator scales.

Identifying and explaining the relationships between the physical and biochemical properties of grain and the end-use value of grain.

Developing fast, accurate, economical, and meaningful methods for evaluating grain quality.

Supporting the sale and market development of grains and oilseeds by giving technical advice on grain and oilseed quality and end uses, and by evaluating the quality of plant breeders' cultivars to ensure that they have the physical and quality criteria needed for registration.

Screening, monitoring and certifying grain shipments to ensure that Canadian grain is not only safe but meets strict international tolerances for toxic contaminants.

Providing information to marketers and processors of Canadian grain on the quality of commercial grain shipments and of each harvest.

Investigating and resolving complaints and inquiries related to the quality and quantity of Canadian grain.

Providing other specialized services requested by the grain industry.

The CGC also regulates the grain industry to ensure the fair treatment of producers and the integrity of grain transactions and to maintain grain quality as grain is moved through marketing channels. Regulation includes: Licensing eligible grain dealers and elevator companies; conducting audits of licensees' liabilities to producers; monitoring the financial position of licensees and obtaining security to protect producers in case of a default by a licensee; developing and setting grain quality standards; inspecting grains and grain handling facilities to ensure freedom from insect infestations; collecting and publishing statistics on grain handling, storage, and movement; administering producer cars and mediating and resolving producer complaints concerning grain transactions

The CGC provides other services of value to the grain industry in Canada and abroad, such as: operating the Grain Inventory Accounting System and facilitating information flow on behalf of the grain trade; providing grain quality data; offering general and custom-designed grain industry training courses; and conducting contract work, for example, repairing moisture meters and doing chemical analyses of grain.

The CGC provides services to CGC staff, such as: Administration; Communications; Finance; Information technology; Policy development; Library and Health and safety.

Legislation

- Canada Grain Act

Organization

Canadian Grain Commission

The CGC is organized into the Executive, Corporate Services, Grain Research Laboratory (GRL), Industry Services, and Finance. Its head office is located in Winnipeg, Manitoba. Industry Services comprises five regions: Bayport, Eastern, Pacific, Prairie and Thunder Bay. The CGC employs approximately 700 employees.

The Executive consists of three commissioners, appointed by government, who set policy and provide leadership, and the chief operating officer who oversees operations. Assistant commissioners, also appointed by government, work closely with producers and other industry members in rural development. Assistant commissioners inform producers and the industry about the CGC's role and responsibilities and act as mediators.

The chair of the Grain Appeal Tribunal reports directly to the chief commissioner. The Tribunal is an independent committee appointed by the CGC. It examines appeals by those dissatisfied with the grade assigned on an official sample and makes a final decision.

Information Holdings

Program Records

Statistics Operations

Description: Economic and statistical information on grain handling, storage and export.
Topics: Grain handling information and statistics involving licensees; grain inspected and weighed at licensed elevators; grain exports and domestic disposition; price quotations from the Canadian Wheat Board and Winnipeg Commodity Exchange; tariffs; impact of analysis of grain quality standards on gradespolicy analysis and recommendations.
Access: Records are located in Winnipeg.
Format: Hardcopy, CGC web site, and/or computer diskettes.
Program Record Number: CGC CGC 570

Grain Inspection Operations

Description: Information on the inspection and grading of samples of grain and grain screenings obtained by Commission employees or submitted by grain industry.
Topics: Quality of samples submitted; quality of grain handled by terminal and transfer elevators; special treatment of grain in terminal elevator; elevator inspections and infestation control; primary and export standard samples; reinspections.
Access: The files are located in Winnipeg and in regional offices.
Format: Hardcopy and /or computer diskettes.
Program Record Number: CGC CGC 565

Grain Research

Description: Information on the quality of cereal grains, pulses and oilseeds and their end products.
Topics: Enquiries, consultations, advice and reports; quality assessment of each new harvest; grain cargo composite monitoring; grain safety, evaluation of breeder lines; research in cereal and oilseed and pulse chemistry and processing technology; moisture meter standardization; evaluation and development of new testing methods.
Access: Records are located at the Winnipeg office.
Format: Hardcopy, CGC web site, and/or computer diskettes.
Program Record Number: CGC CGC 575

Policy Development and Coordination

Description: Information on the administration of the Canada Grain Act; issuing of regulations and orders; advising the Minister on matters relating to grain handling; and coordination of functions of all divisions within the Canadian Grain Commission.
Topics: Canada Grain Act and Regulations; and Regulations; Canadian Grain Commission orders and directives to the grain trade; Grain Appeal Tribunal.
Access: Records located in Winnipeg.
Format: Hard copy and/or computer diskettes.
Program Record Number: CGC CGC 585

Service Agreements

Description: Information relates to individuals or individuals representing companies with which we have a service agreement.
Topics: Service agreements, companies.
Access: Records located in Winnipeg.
Format: Hardcopy and /or computer diskettes.
Program Record Number: CGC CGC 586

Weighing of Grain
Description: Information on the supervision of grain weighing at terminal and transfer elevators.
Topics: Supervision of grain weighing; weighing exception reports; scale equipment inspection; weigh-over of elevator stocks for audit; investigation of complaints related to weight; weighing facilities - planning and control.
Access: Records are located at Winnipeg and at regional offices.
Format: Hardcopy and /or computer diskettes.
Program Record Number: CGC CGC 580

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Accounts and Accounting

Audits

Budgets

Buildings

Buildings and Properties

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Human Resources

Lands

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Procurement

Salaries and Wages

Training and Development

Utilities

Vehicles

Particular Personal Information Banks

Canadian Grain Commission

Licensing and Bonding Program
Description: Information relating to the licensing of grain dealers and grain elevators.
Class of Individuals: Grain dealers and operators of grain elevators.
Purpose: To license grain dealers and grain elevators.
Consistent Uses: None
Retention and Disposal Standards: Records are held for ten years, then destroyed.
RDA Number: 99/016
Related PR#: CGC CGC 570
TBS Registration: 001717
Bank Number: CGC PPU 210

Producer Car Program
Description: Correspondence and producers car applications which are filed by date of receipt and contain information such as the producer's name, application number; type, quality and quantity of grain; and the Canadian Wheat Board permit number.
Class of Individuals: Grain producers.
Purpose: To allocate railcars to grain producers for the transport of their crop to terminal elevators or other destinations.
Consistent Uses: None
Retention and Disposal Standards: Records are held for ten years, then destroyed
RDA Number: Authority pending
Related PR#: CGC CGC 565
TBS Registration: 001716
Bank Number: CGC PPU 205

Unofficial Sample File
Description: The bank contains the name of the grower, the name of the requester and the quality of the sample.
Class of Individuals: Grain producers and companies.
Purpose: To maintain a record of all unofficial samples submitted for grading by grain inspectors.
Consistent Uses: None
Retention and Disposal Standards: Records are held for three years, then destroyed.
RDA Number: Authority pending
Related PR#: CGC CGC 565
TBS Registration: 001718
Bank Number: CGC PPU 215

Classes of Personal Information

General Correspondence and Enquiries

Personal information in this class relates to routine correspondence concerning the regulatory and licensing activities associated with grain quality, grain inspection and weighing, and producer cars. It also relates to general enquiries concerning scientific research, and food advisory. The personal information contained in this class normally includes the name and address of the enquirer, but is neither arranged nor retrievable by personal identifiers. This form of personal information exists in a fragmented form throughout the subject files controlled by the Department and is normally retrievable only if specifics are provided concerning the subject and the date of the correspondence. The retention period for this class of personal information is controlled by the retention period of the files in which they are stored.

Ministerial Correspondence

This class of information contains correspondence received by the Departmental Secretariat from external organizations and individuals in the form of requests for information, complaints, opinions and other similar submissions related to a broad range of policy issues pertaining to the Canadian Grain Commission and Agriculture and Agri-Food Canada's activities, wherein some unsolicited personal information has been provided by the correspondent. This form of information would be retrievable only if specifics of name, date of communication and subject were to be provided; it is not arranged or retrievable by personal identifiers. The retention periods of these classes of personal information are controlled by the record schedules of the general subject files in which they are stored.

Other Programs and Agreements

This class reflects other programs and agreements not specifically covered under the other classes. These other programs and agreements are aimed at resolving specific problems of a limited nature or in specifically defined areas of the country. This information may include financial, employment, demographic and educational data on individuals. Such data, however, would be stored as part of the general subject files where records are not normally retrieved by name of individual or other personal identifier. This form of personal information is normally retrievable only if specifics are provided concerning the name of the program concerned and the name of the specific project.

Manuals

- CGC Glossary
- Canadian Grain Storage CD-ROM (co-produced with AAFC)
- Conversion Tables for use with Model 919/3.5 and 393/3.5 Moisture Meters
- Malting barley methods: Grain Research Laboratory
- Official Grain Grading Handbook
- Oilseeds methods: Grain Research Laboratory
- Production segragation code books
- Protection of Farm stored grains and oilseeds from insects mites and molds (brochure)
- Sampling Systems Handbook and Approval Guide
- Test weight conversion charts
- Wheat methods: Grain Research Laboratory

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Department and its various programs and functions may be directed to:

Regulatory Coordinator
Canadian Grain Commission
303 Main Street, Suite 600
Winnipeg, Manitoba R3C 3G8

Telephone: 204-983-3081

Reading Room

The library of this institution has been designated as a public reading room in accordance with Access to Information Act.

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Canadian Heritage

Chapter 36

General Information

Background

The Department of Canadian Heritage was created on June 25, 1993, through the reorganization of the federal government. The Act to establish the Department of Canadian Heritage and to amend or repeal certain other acts was proclaimed on June 12, 1996. The Department's mission is to contribute to a more cohesive and creative Canada. We honour this commitment to Canadians by promoting the creation, dissemination and preservation of diverse Canadian cultural works, stories and symbols reflective of our past and expressive of our values and aspirations. To enhance the quality of our lives, Canadian Heritage fosters access to and participation in Canada's cultural life. The Department strengthens connections among Canadians and deepens understanding across diverse communities to ensure that all Canadians can participate in civic life. In Canada, we have developed a distinctive model of shared citizenship based on diversity, mutual accommodation, respect and responsibility; that is why Canadian Heritage promotes citizens' rights and responsibilities and fosters opportunities for all to participate in Canada's civic life.

Responsibilities

The Department of Canadian Heritage is responsible for policies and programs relating to arts, culture, heritage, broadcasting, Canadian identity, multiculturalism, official languages and sport, as well as broad policies relating to heritage.

Areas of responsibility include: developing Canadian cultural affairs and broadcasting policy; assisting cultural industries and arts and heritage organizations; encouraging the creation, production, distribution and consumption of cultural and heritage goods and services; creating opportunities for young Canadians to participate in exchange programs and promoting exchanges and related activities; fostering Canadians' collective sense of self and promoting the civic participation of all members of Canadian society; supporting community partnerships; promoting a greater understanding of human rights; enhancing the participation of urban and off-reserve aboriginal organizations in Canadian society; managing programs and initiatives related to the multicultural character of Canadian society; encouraging and developing amateur sport; advancing the equality of status and use of the official languages and supporting the development of official-language minority communities.

Legislation

The following statutes are administered, in whole or in part, by the portfolio of Canadian Heritage:

- An Act to Incorporate the Jules et Paul-Emile Léger Foundation
- An Act to acknowledge that persons of Ukrainian origin were interned in Canada during the First World War and to provide for recognition of this event
- Bell Canada Act
- Broadcasting Act
- Canada Council for the Arts Act
- Canada Traveling Exhibitions Indemnification Act
- Canadian Heritage Languages Institute Act (not in force)
- Canadian Multiculturalism Act
- Canadian Race Relations Foundation Act
- Canadian Radio-television and Telecommunications Commission Act
- Copyright Act (formulation of cultural policy)
- Cultural Property Export and Import Act
- Department of Canadian Heritage Act
- Foreign Publishers Advertising Services Act
- Holidays Act
- Income Tax Act (Tax credits, National Arts, Service Organizations and cultural property)
- Investment Canada Act (Cultural Foreign Investment)
- Library and Archives of Canada Act

- Lieutenant-Governors Superannuation Act (in part)
- Museums Act
- National Acadian Day Act
- National Anthem Act
- National Arts Centre Act
- National Battlefields at Québec Act
- National Capital Act
- National Film Act
- National Horse of Canada Act
- National Sports of Canada Act
- National Symbol of Canada Act
- Official Languages Act (Part VII)
- Parliamentary Employment and Staff Relations Act
- Physical Activity and Sport Act (in respect of sport)
- Public Service Employment Act (Report to Parliament)
- Public Service Labour Relations Act
- Salaries Act (Lieutenant-Governors)
- Sir John A. Macdonald and Sir Wilfrid Laurier Day Act
- Status of the Artist Act (Part I)
- Telefilm Canada Act
- Trademarks Act (Use of National Symbols)

Organization

Deputy Minister's Office

Corporate Secretariat

This group supports the offices of the Minister of Canadian Heritage and Portfolio ministers, as well as the Deputy Minister and Associate Deputy Minister, through the coordination and provision of a wide range of advisory and operational services. The Corporate Secretariat includes the Access to Information and Privacy Secretariat, Parliamentary and Regulatory Affairs, Cabinet Affairs, Bureau of Ministerial Events, the Executive Services Secretariat, and Planning and Resources Management.

Departmental Legal Services Unit

Lawyers from the Department of Justice offer the Senior Management and program managers a wide range of services, including legal opinions and advice on the laws and programs administered by the Department, litigation support drafting regulatory texts and giving advice on policies being developed.

Human Resources and Workplace Management

Reporting to the Deputy Minister, the Human Resources and Workplace Management provides services and advice to the Management Committee and to managers of the Department on all matters involving human resources management, protection and safety services and facilities management services. Thus, the Branch ensures human resources services in the National Capital Region and in Regional Offices.

Office of the Ombudsman and Senior Integrity Officer

The Ombudsman is an impartial party who offers support and conflict resolution services to all Department staff, regardless of the employee's level or job category. The Office's mandate is to build trust and promote an environment within the Department that encourages employees to address their concerns, and be a communications channel and a vehicle to assist the organization in working towards change. The Office, which is a distinct entity reporting directly to the Deputy Minister, operates according to three guiding principles: neutrality, confidentiality and informality.

The Ombudsman is also the Senior Integrity Officer. As such, he/she helps employees express their concerns about wrongdoing, pursuant to the Policy on the Internal Disclosure of Information Concerning Wrongdoing in the Workplace.

Portfolio Affairs Office

The Portfolio Affairs Office (PAO) provides a strategic focus to the Department's interactions with members of the Portfolio by coordinating and integrating issues related to the policy, resources planning, reporting, marketing, communications and governance practices of the 20 organizations for which the Minister of Canadian Heritage is responsible. PAO manages Ministerial and Deputy Ministerial meetings with the Heads and Chairs of Portfolio organizations, oversees the process of Governor in Council and Ministerial appointments

and monitors the status of the current appointees of these organizations.

Citizenship and Heritage Sector

The Citizenship and Heritage Sector integrates programs and policies that strengthen the foundations of our society - inclusion, linguistic duality, respect for diversity, participation, the promotion and preservation of heritage, support for Aboriginal communities and the rights and responsibilities of citizenship. The activities of the sector foster strong communities and reinforce shared citizenship and a sense of belonging to Canada. The Citizenship and Heritage sector has policies and programs in five key areas - Official Languages, Multiculturalism and Human Rights, Aboriginal Affairs, Heritage and Citizen Participation. In addition, the sector supports one administrative tribunal, the Canadian Cultural Property Export Review Board, and two special operating agencies, the Canadian Heritage Information Network and the Canadian Conservation Institute.

Aboriginal Affairs Branch

The Aboriginal Affairs Branch supports the preservation, revitalisation and promotion of Aboriginal languages and cultures through our focus on community-based language initiatives, northern broadcasting and highlighting the importance of Traditional Knowledge. The Branch also promotes social cohesion and the participation of Aboriginal people in Canadian society through our focus on Aboriginal youth and urban off-reserve population.

Aboriginal Peoples' Program

The Aboriginal Peoples' Program works to help realize Canadian Heritage's mission and strategic outcomes by contributing to the strengthening Aboriginal cultural identity and languages and by facilitating the inclusion of Aboriginal people in a manner that recognizes their cultures and fosters their contribution to Canada. The Aboriginal Peoples' Program, through its Aboriginal Organization component, provides funding in support of representative organizations and national women's organizations; through the Aboriginal Communities component, the program supports Aboriginal youth, Aboriginal women and friendship centre organizations; finally, through the Aboriginal Living Cultures component, support is given to Aboriginal languages and cultures and Aboriginal broadcasting.

Aboriginal Languages Directorate

The Aboriginal Languages Directorate is responsible for the development and implementation of Canadian Heritage policy and programs related to support for the preservation, revitalization, and promotion of First Nations, Inuit, and Métis Languages. The Directorate is currently responsible for the administration of the Aboriginal Languages Initiative, Canada's principal contribution program in support of Aboriginal languages, as well as Aboriginal languages agreements with Northwest Territories, Yukon, and Nunavut.

Land Claims and Self-Government

The Land Claims and Self-Government Unit coordinates the participation and input of Canadian Heritage's Portfolio and input regarding the Comprehensive Claims and Inherent Right of Self-Government negotiations and implementation processes. Our focus of responsibility and attention are items such as Aboriginal languages, culture, tradition, religion, heritage resources, traditional knowledge and intellectual property.

Outreach and Engagement Directorate

The Outreach and Engagement Directorate increases and fosters communications and relationships within Canadian Heritage, across the federal government and with First Nations, Inuit and Métis communities on key priorities for the Aboriginal Affairs Branch. An important function of the Outreach and Engagement Directorate is to tell the story of the relationship between the Canadian Heritage Portfolio and Aboriginal Peoples through a strategic and integrated communications approach. The Outreach and Engagement Directorate also aims to identify, coordinate, broker and lead mechanisms to move forward on key issues and recommendations identified through the National Gatherings series. The Directorate connects key players and stakeholders within the federal government and with Aboriginal organizations and communities on issues of mutual concern.

Policy and Research

The Policy and Research Directorate provides policy and issue analysis and advice to the Minister of Canadian Heritage on matters concerning Aboriginal cultures, heritage, identity, and the unique place of Aboriginal peoples in Canadian society. The Directorate is responsible for the development of Aboriginal cultural policy, for the conduct of evidenced-based and policy

relevant research on the state of Aboriginal cultures, languages and identities in Canada, for the strategic approach to Aboriginal matters within the Canadian Heritage Portfolio, and for indigenous international issues. The Directorate also provides the departmental input into the development of other federal Aboriginal initiatives and actively participates in the elaboration of the federal Aboriginal policy framework.

Citizen Participation Branch

The Citizen Participation Branch (previously Citizenship Participation and Promotion) fosters citizen participation and engagement by connecting Canadians to one another, both within and across communities. The Branch achieves these objectives through a number of initiatives that particularly target youth and volunteers.

Youth engagement initiatives help to prepare youth for a lifetime of civic engagement and shared citizenship. These initiatives follow a logical progression from building awareness and knowledge of the country and its communities, to creating connections between citizens, and leading to full participation in Canada's institutions and society.

The Canadian Studies program enables young Canadians to learn more about Canada, its history, and its institutions and provides them with the opportunity to participate in innovative and interesting learning activities. The Exchanges Canada program offers opportunities for youth to connect with young Canadians from diverse communities and to experience our common institutions first-hand. The Katimavik program and the Young Canada Works initiative enable youth to participate fully in Canada's institutions and communities through work experiences and volunteer opportunities. A significant number of activities funded by these programs provide youth with the opportunity to reflect on the contribution they wish to make to their community, and to get more involved as citizens.

The Community Participation Program (CPP), formerly know as Community Partnerships Program, raises awareness of the contributions of volunteers and the voluntary sector, promotes citizen participation and engagement in society, and helps strengthen the capacity of voluntary sector organizations to provide programs and services to all Canadians. The Program provides support to diverse activities, including research on volunteering and giving, innovative pilot projects that foster volunteering and strategies to increase ethno-cultural representation in volunteering.

The Canada Volunteerism Initiative (CVI), the largest initiative supported by CPP, helps organizations recruit, engage and retain volunteers. The CVI has facilitated the creation of local networks in each province and territory to ensure that program activities respond to community needs. Through these networks, organizations are encouraged to learn from each other and share best practices. Another focus of the CVI is increasing awareness about the contributions that volunteers make to our quality of life. This is undertaken through formal promotional activities, such as the annual National Volunteer Week, and the dissemination of knowledge and information about volunteering in Canada.

Multiculturalism and Human Rights Branch

The Multiculturalism and Human Rights Branch groups policy and program activities related to multiculturalism and human rights. The Branch supports the Government's agenda for promoting Canadian identity, and for the inclusion and valuing of all citizens in the social fabric of the country.

Human Rights Program

The Department of Canadian Heritage (PCH) has been given responsibility at the federal level for "the promotion of a greater understanding of human rights, fundamental freedoms and values" [Department of Canadian Heritage Act, s. 4(2)(a)] in the domestic context.

The primary objectives of the Human Rights Program (HRP) are to enhance the effective implementation of international human rights instruments to which Canada is a party and to increase respect for, awareness, understanding and enjoyment of human rights in Canada.

The HRP coordinates federal-provincial-territorial consultations related to rights.

The HRP has overall responsibility for the preparation and publication of all six of Canada's reports to the United Nations on international human rights treaties to which Canada is a party. The Human Rights Program provides guidelines and advice to other federal departments and to provincial and territorial governments to guide their submissions to Canada's reports.

The Program maintains a website of information on human rights in Canada, including information on the UN treaties Canada has ratified. The Program

develops and disseminates human rights education materials in partnership with both NGOs and other government departments. These materials are aimed at the general public, with special emphasis on children, youth, teachers and other professional groups. It distributes over 50,000 copies of the Canadian Charter of Rights and Freedoms and 10,000 copies of "Your Guide to the Canadian Charter of Rights and Freedoms" annually.

The Human Rights Program works with non-profit organizations, educators, human rights specialists, and others and provides funding for grants and contributions to increase Canadians' awareness, knowledge, and practical enjoyment of the international human rights instruments applicable to Canada and the Canadian Charter of Rights and Freedoms. The Program provides funding to the Court Challenges Program of Canada (CCP) for test cases of national significance to clarify the rights of the official language minority communities and the equality rights of historically disadvantaged groups (the CCP is administered at arms-length from the Government).

Multiculturalism Program

The mandate of the Multiculturalism Program is derived from the multiculturalism policy and the Canadian Multiculturalism Act.

In 1971, through the adoption of a formal multiculturalism policy, the federal government recognized multiculturalism as a fundamental characteristic of Canadian society. The policy encourages a vision of Canada based on the values of equality and mutual respect with regard to race, national or ethnic origin, colour and religion. In 1988, the multiculturalism policy became law when Parliament passed the Canadian Multiculturalism Act.

In 1996, the Government reaffirmed the policy framework of the Act, and reinforced the importance of multiculturalism as a key instrument in its efforts to foster social cohesion and build an inclusive society that is open to and respects all Canadians.

The Multiculturalism Program is one important means by which the Government of Canada pursues the three goals of the multiculturalism policy – identity, social justice and civic participation. To attain these goals, the Program has the following strategic objectives:

Ethno-cultural/Racial Minorities Participate in Public Decision-Making (Civic Participation)

To assist in the development of strategies that facilitate full and active participation of ethnic, racial, cultural and religious communities in Canadian society.

Communities and the Broad Public Engage in Informed Dialogue and Sustained Action to Combat Racism (Anti-Racism, Anti-Hate, Cross-Cultural Understanding)

To increase public awareness, understanding and informed public dialogue about multiculturalism, racism and cultural diversity in Canada.

To facilitate collective community initiatives and responses to ethnic, racial, cultural and religious conflict and hate-motivated activities.

Public Institutions Eliminate System Barriers (Institutional Change)

To improve the ability of public institutions to respond to ethnic, racial, cultural and religious diversity by assisting in the identification and removal of barriers to equitable access and supporting the involvement of these ethno-cultural/racial communities in the public decision-making process.

Federal Policies, Programs and Services Respond to Diversity (Federal Institutional Change)

To encourage and assist in the development of inclusive policies, programs and practices within Federal Departments and Agencies so that they may meet their obligations under the Canadian Multiculturalism Act.

Official Languages Support Programs Branch

The Official Languages Support Programs Branch has the mandate to enhance the vitality of the English and French linguistic minority communities in Canada and support and assist their development, as well as to foster the full recognition and use of both English and French in Canadian society, as set out in section 41 of the Official Languages Act, through the two programs identified below. In addition, in accordance with section 42, it coordinates the Government of Canada commitment by encouraging federal departments and agencies to participate actively in community development and promote linguistic duality.

Development of Official-Language Communities Program

The purpose of this program is to help members of English and French linguistic minority communities to improve their ability to live in their own language

in their communities, participate in Canadian society and ensure their long-term development, as well as to have access to education in their language in their communities and to programs and services in their language offered by various governments, institutions or administrations. The following two components of the program contribute to these objectives.

Community Life component

This component is intended to create, improve and deliver activities and services to minority communities to ensure their long-term development. The component emphasizes the need to enable the various development partners, whether they are organizations in the communities themselves, provincial and territorial governments, or federal departments and agencies, to organize their actions so as to obtain long-term impacts. In this regard, it helps support various community activities (representation, awareness, networking, etc.) and equip these communities with certain infrastructures required to establish living spaces in their language, such as community centres, community radio and theatres. This component supports community and cultural activities offered by community organizations, and the development of services from provincial and territorial governments in certain priority areas. It also seeks to encourage partnerships between communities and federal departments and agencies in areas relating to community life.

Minority-Language Education component

This component seeks to help provinces and territories provide programs and activities relating to education in the language of the minority communities and increase the proportion of Canadians who use these programs. The component also seeks to increase and disseminate knowledge, methods and innovative tools that can support minority official-language education. In this regard, it makes it possible to sustain activities relating to the support and administration of education in minority communities, program development, teacher training and development, student support, or other priority areas, such as establishing school-community centres, implementing school governance and supporting post-secondary education. It also makes it possible to support first-language development activities and fund research projects or projects to develop methods and tools to help advance education in minority communities.

Enhancement of Official Languages Program

The purpose of this program is to increase the proportion of Canadians who: have a working knowledge of both official languages, have a better understanding of and appreciation for the benefits of linguistic duality, and accept official-language minority rights and foster their participation in Canadian society. The following two components of this program contribute to these objectives.

Promotion of Linguistic Duality component

This component aims to increase participation by Canadians in activities that promote linguistic duality and rapprochement, to promote the French language and culture in Canada, and to increase access for Canadians to services in both official languages provided by non-government organizations. It makes it possible to support activities that promote linguistic duality to Canadians in order to better inform them about the issue and make them understand and appreciate the advantages of living in a bilingual country. Activities of rapprochement between various groups of Canadians, in particular, will be carried out, as will promotional activities highlighting the importance of learning the second official language or celebrating the contribution of the French language and culture to majority and minority communities. Activities leading to the development of an organization's bilingual capacity will also be carried out.

Second-Language Learning component

This component is intended to help provinces and territories provide programs and activities aimed at the learning of English and French as a second official language and increase the proportion of Canadians who use these programs. The component also seeks to increase and disseminate knowledge, methods and innovative tools that can support the teaching of the second official language. In this regard, the component makes it possible to sustain activities relating to the support and administration of the teaching of English and French as a second official language, program development, teacher training and development, student support, or other priority areas. It also makes it possible to support activities to learn and develop English and French as a second official language and fund research projects or projects to develop methods and tools to help advance second-language teaching.

Strategic Policy and Management Branch

The Strategic Policy and Management Branch provides a leadership role in promoting and implementing a results-based management approach to policy, planning, research, human resources and financial management. The Branch liaises with various stakeholders to ensure the Sector's interests and priorities are reflected in the department's initiatives. Coordination, support, guidance, expertise and advice are provided to branches on planning, policy, research and all administrative matters. In addition, it conducts and disseminates public opinion and socio-demographic research.

Heritage Group

Canadian Conservation Institute

The Canadian Conservation Institute (CCI) is a national centre of excellence dedicated to increasing the capacity of the heritage community to preserve Canada's material cultural heritage so that it is accessible to current and future generations. CCI performs research and development, provides expert services and disseminates preservation knowledge. Its principal clients are heritage institutions (museums, art galleries and archives), conservators, and others responsible for managing and protecting material cultural heritage in Canada and internationally.

CCI has a multi-disciplinary research program that brings scientists and conservators together to address the conservation and preservation challenges of the heritage community in Canada. Research activities include: scientific research to understand the chemical and physical properties of heritage objects; treatment research directed at developing practical solutions to conservation treatments; and collections preservation research to develop tools, guidelines and frameworks for the cost-effective management of heritage collections to prevent deterioration.

CCI's conservation professionals provide comprehensive services to museums, art galleries and archives, both in CCI laboratories and on-site. Its services include: scientific analysis, conservation and restoration treatments, assessments of heritage facilities, library services, equipment loans, and exhibit transportation.

A central role for CCI is the dissemination of the results of its research through workshops for heritage professionals, professional development for conservators, and an extensive publications program, as well as international technical symposia and conferences.

Clients can access this information via two websites: www.cci-icc.gc.ca and www.preservation.gc.ca as well as by telephoning (613) 998-3721 and selecting Client Services from the menu.

Canadian Heritage Information Network (CHIN)

CHIN's mission is "as an active museum network, CHIN engages national and international audiences in Canadian Heritage through leadership and innovation in digital content, partnerships and lifelong learning opportunities". As of February 2006, more than 1,150 Canadian museums had joined in the collaborative effort to develop content for online audiences.

Through the Virtual Museum of Canada (VMC) at www.virtualmuseum.ca, CHIN assists the Canadian museum community in achieving a collective online presence. The VMC enables Canadians to freely access, in both official languages, heritage content and features developed by Canadian museums and galleries, including virtual exhibits, games, educational materials and more than 400,000 images. The VMC also includes the Community Memories landmark, designed to stimulate community/museum partnerships in the development of local history exhibits. Since its launch, the VMC has enjoyed tremendous success with over 27 million visits and over 128 million page views.

The CHIN Web site, at www.chin.gc.ca, provides the heritage community with access to professional resources, with a particular focus on skills development for the creation, presentation and management of digital content. CHIN products and services include online courses on image digitization and automated collections management systems; information about professional events and career opportunities; research and reference tools; a national inventory of nearly 4 million museum objects, including artefacts, natural science specimens and archaeological sites; intellectual property publications; bibliographies and data dictionaries.

CHIN also represents the museum community in international projects related to access to heritage information. In addition to the VMC and CHIN portals, CHIN also manages the international Conservation Information Network's Web site.

Heritage Policy Branch

The Heritage Policy and Programs Branch is responsible for the development of legislation and national policies and strategies aimed at protecting and enhancing public access to Canada's artistic, historic, built, natural and scientific heritage. The Branch maintains ongoing liaison with federal heritage agencies, and with national heritage organizations and other non-governmental organizations. The Branch is also responsible for the design and delivery of heritage programs such as the Museums Assistance Program; the Movable Cultural Property Program; the Young Canada Works in Heritage Organizations Program; the Canada Traveling Exhibitions Indemnification Program; the Canadian Arts and Heritage Sustainability Program – Capacity Building component ; co-manages the Cultural Spaces Canada Program with the Arts Policy Branch; and provides the Secretariat to the Canadian Cultural Property Export Review Board.

Cultural Affairs Sector

The Cultural Affairs Sector draws together policy development and program delivery related to the arts, new media, broadcasting and cultural industries. The Sector provides the Minister with independent policy advice and support on new initiatives that shape overall cultural strategy. The Sector's objectives are to promote the creation, dissemination and preservation of diverse Canadian cultural works, stories and symbols reflective of our past and expressive of our values and aspirations. The Sector's goal is to support the creation of, and access to diverse Canadian cultural expression.

In fulfilling its mandate the sector works closely with portfolio agencies including the National Film Board, Telefilm Canada, the Canada Council for the Arts, the National Arts Centre, the Canadian Broadcasting Corporation, and the Canadian Radio-Television and Telecommunications Commission.

Cultural Sector Investment Review Directorate

The Cultural Sector Investment Review directorate is responsible for the administration of the Investment Canada Act as it pertains to investments by non-Canadians in Canada's cultural sector. Foreign investors who establish or acquire control of Canadian cultural businesses must obtain the approval of the Minister of Canadian Heritage and, in so doing, must demonstrate that their investments will be of net benefit to Canada. Directorate staff works with investors to help them develop commitments that will benefit Canada and Canadian culture in a variety of ways. Once the Minister has approved an investment, the directorate monitors an investor's performance against these commitments over a period of 3-5 years following the investment.

Arts Policy Branch

The Arts Policy Branch develops national strategies, policies and programs to assist Canadian artists and non-profit cultural organizations, and conducts related research. It also develops legislation and proposes legislative amendments to the Status of the Artist Act and the Income Tax Act pertaining to the status of the artist and national arts services organizations. The Arts Policy Branch is responsible for the Arts Presentation Canada Program, the National Arts Training Contribution Program, the Canadian Arts and Heritage Sustainability Program, the Cultural Capitals of Canada Program, the Cultural Spaces Canada Program, the Arts, Culture and Diversity Program and the Fathers of Confederation Buildings Trust. The Arts Policy Branch also advises the Minister on policies regarding the Canada Council for the Arts and the National Arts Centre.

Broadcasting Policy and Innovation Branch

The Broadcasting Policy and Innovation Branch works to ensure sustainable development and operation of a broadcasting system to which all Canadians have access and which reflects the diversity of the country, in accordance with the Broadcasting Act. The Branch develops policies, monitors programs in support of the industry and advises on issues facing the Canadian broadcasting system and public and private broadcasters. It also provides advice to the Minister on government policy related to the CBC and the CRTC and is responsible for the Canadian Television Fund and the Northern Distribution Program.

Canadian Culture Online Branch

Canadian Culture Online is part of the Government of Canada's strategy to encourage a uniquely Canadian presence on the Internet. The objectives are to help create Canadian cultural content for the Internet, encourage Canadians to access that content and help create the right environment for Canada to become a leader in digital content

production. The funding programs under Canadian Culture Online help creators and communities, cultural industries and institutions to develop and promote digital content that reflects our culture, history, arts and heritage. Important areas of emphasis are the creation of original French language content and content for young Canadians. Key policy issues include digital standards and interoperability, sustainability and copyright, cultural diversity, French on the Internet, Aboriginal content, youth, as well as e-learning.

The Branch also supervises and reviews the Canada New Media Fund administered by Telefilm Canada.

Copyright Policy Branch

Copyright has been described as the foundation upon which all cultural creation is built. Copyright allows creators to be fairly compensated for their works, and provides mechanisms through which Canada and the world's rich cultural heritage is disseminated and made accessible to the greatest possible number of citizens. Copyright promotes and protects all forms of creative endeavour, and thus supports the development of all Canadian cultural industries. The Copyright Policy Branch, in cooperation with the Intellectual Property Policy Directorate of Industry Canada, is responsible for formulating national policies, and for proposing legislative amendments to the Copyright Act when necessary. The work of the Branch ensures, through the development of policies and legislation, the legal recognition and protection of the economic and moral rights of creators.

Cultural Industries Branch

The Cultural Industries Branch develops, implements and administers policies and programs in the fields of book and periodical publishing, sound recording and audiovisual. The Cultural Industries Branch is responsible for fostering the creation, publication and dissemination of Canadian books and periodicals and for supporting the production, distribution and consumption of Canadian audiovisual cultural products and sound recordings. Through the Canadian Audio-Visual Certification Office, it also co-administers Canada's film and video tax credit program with the Canada Revenue Agency. The Branch advises the Minister on Telefilm Canada and the National Film Board of Canada. It is also is responsible for the certification of international coproduction projects and for the administration of the Foreign Publishers Advertising Services Act.

International and Intergovernmental Affairs and Sport Sector

The International and Intergovernmental Affairs and Sport Sector is responsible for advancing the Department's vision of sharing diverse cultural experiences and an inclusive society domestically and internationally through culture, trade and sport.

The Sector manages the Department's intergovernmental relations and international affairs including the promotion of cultural and sporting objectives on the international scene, bilateral cooperation with other countries and engagement within multilateral organizations. The Sector also supports Canadian arts and cultural small and medium-sized enterprises by ensuring the inclusion of their interests in the federal government's international business strategies and in its trade and investment policies. Sport Canada programs and activities generate benefits in terms of health, social cohesion, economic activity and cultural diversity through initiatives such as the promotion of participation, the hosting of sporting events and athlete assistance. The Sector is also responsible for coordinating the Government of Canada's participation in the 2010 Olympic and Paralympic Winter Games in Vancouver and Whistler as well as providing support to the Vancouver Organizing Committee (VANOC).

International Affairs Branch

The International Affairs Branch builds international support for Canadian domestic cultural and sport policy objectives. Through participation in international cultural and sport fora, and bilateral and multilateral missions, International Affairs strives to shape international policy discussions and action plans to ensure they reflect Canadian interests.

The International Policy, Planning and Programs Directorate seeks to advance Canada's policy thinking on priority issues such as cultural diversity, inclusion and cohesion, peace and human security, and human development. The Directorate negotiates international audiovisual co-production agreements on behalf of the Government of Canada and oversees the Canadian government's involvement in TV5, the international Francophone television network. The Directorate also houses the International Network on Cultural Policy's Liaison Bureau.

The International Relations and Outreach Directorate is responsible for the coordination and advancement of the Government of Canada's perspectives on cultural policy issues through

multilateral organizations, such as the United Nations, the Organization of American States and the Council of Europe, and through bilateral missions. The Directorate is also responsible for strengthening Canada's participation and influence within the International Francophonie in the areas of culture, heritage and sport, and for organizing the participation of Team Canada at the Jeux de la Francophonie.

The International Sport Directorate works to enhance Canada's position as a leading sport nation by influencing the international sport policy agenda to advance domestic sport objectives. These objectives include the eradication of doping in sport, increased access and equity in sport for targeted under-represented groups, such as women and disabled athletes, the promotion of sport as a development tool and the promotion of fairness.

Planning and Intergovernmental Affairs Branch

The Intergovernmental Affairs Directorate seeks to forge strategic alliances with other levels of government to support all areas of mutual interest in the Canadian Heritage portfolio, such as multiculturalism, the arts, culture and heritage, as well as to ensure that intergovernmental issues are incorporated into the Department's policies and programs.

The Tourism Policy Directorate guides the Department's approach to tourism and seeks to influence Canada's priorities and objectives in this policy area. At its core, the Directorate provides leadership in the development, implementation and promotion of a departmental policy on sustainable tourism. Currently, the Directorate is co-coordinating two major initiatives: the Federal-Provincial-Territorial (FPT) Tourism Initiative and the Canadian Heritage Sustainable Tourism Policy Initiative.

Sport Canada Branch

Sport Canada contributes to the Department's mission, "Towards a more cohesive and creative Canada," through its pursuit of the achievement of the four goals of the Canadian Sport Policy, namely, to enhance participation in sport by all Canadians, to pursue excellence on the international stage by Canada's athletes, coaches and teams, to increase the capacity of the Canadian sport system, and to promote effective interaction and partnerships between stakeholders. Sport Canada's mission is "to enhance opportunities for Canadians to participate and excel in sport."

Sport Canada manages three funding programs that work in a complementary manner in the achievement of the Canadian Sport Policy goals for sport and broad Government of Canada policy objectives. To these ends, the Branch provides assistance to national sport organizations, multisport service organizations, athletes, coaches, organizing committees of major sport events, Canadian Sport Centres, provincial and territorial governments and engages in other activities connected to sport which support departmental strategic objectives.

Sport Canada Funding Programs

The Athlete Assistance Program (AAP) contributes to the pursuit of excellence through its contribution to improved Canadian athlete performances at major international sporting events, enabling athletes to combine their sport and academic or working careers while training intensively in pursuit of world-class performances. To this end, the program identifies and supports athletes already at or having the potential to be in the top sixteen in the world in their sport.

The Sport Support Program (SSP) is the primary funding vehicle for initiatives associated with the delivery of the Canadian Sport Policy. The SSP funding is aimed at developing athletes and coaches at the highest international levels; providing sound technically-based sport programming for all athletes; increasing the number of Canadians from all segments of society involved in sport, and advancing Canadian interests and values in Canada and abroad. This funding is provided to eligible organizations in support of programming that supports the goals of the Canadian Sport Policy.

The Hosting Program (HP) is a key instrument in the Government of Canada's overall approach to sport development in Canada and aims to enhance the development of sport excellence and the international profile of sport organizations by assisting sport organizations to host the Canada Games and international sport events in Canada. These events are expected to produce significant sport, economic, social and cultural legacies. The Program has four components: International Major Multi-Sport Games; International Single Sport Events; International Strategic Focus Events; and the Canada Games.

2010 Games Federal Secretariat

The 2010 Games Federal Secretariat is the focal point for the Government of Canada's participation in the 2010 Olympic and Paralympic Winter Games in Vancouver and Whistler. Federal involvement includes not only delivering essential government services such as security, customs and immigration for the Games, but also ensuring the Games will leave sustainable athletic, social, cultural and economic legacies for all Canadians.

To ensure that the 2010 Games are a source of pride for all Canadians and a credit to Canada abroad, the 2010 Games Federal Secretariat is working as a close partner with the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games, the Province of British Columbia, the City of Vancouver, the Resort Municipality of Whistler, the Canadian Olympic and Paralympic Committees and four BC Host First Nations (Lil'wat, Musqueam, Squamish and Tsleil-Waututh). The 2010 Games Federal Secretariat also provides leadership, advice, and secretariat support for the engagement of federal departments and agencies, and of provinces and territories, in the 2010 Games and related initiatives.

Trade and Investment Branch

The Trade and Investment Branch provides expertise and policy advice on cultural trade and investment issues, including trade negotiations and disputes, and provides support to Canadian arts and cultural small and medium-sized enterprises (SMEs) for international business development and export preparedness. The Branch consists of two directorates: the Trade and Investment Development Directorate and the Trade and Investment Policy Directorate.

The Trade and Investment Policy Directorate (TIPD) works in close cooperation with PCH policy and program teams, the Department of International Trade, other federal departments and various stakeholders to ensure that Canada retains the flexibility to carry out cultural policy objectives under international trade and investment agreements and in the context of legal disputes. The Directorate also seeks to ensure that the international agenda is coherent with respect to the cultural trade interface by actively participating in bilateral, regional and multilateral fora on cultural trade issues, and by monitoring industry, regulatory and technological trends.

The Trade and Investment Development Directorate (TIDD) is responsible for providing Canada's arts and cultural entrepreneurs with market entry support, in-market assistance, financial support (via a contributions program) and market intelligence (via a research program). Cultural Trade Commissioners provide market entry support from regional trade centres across Canada and Cultural Trade Officers provide in-market assistance from foreign posts abroad. TIDD also works with Trade Team Canada - Cultural Goods and Services - the only national cultural consultative group on trade development, and represents the arts and cultural sector at Team Canada Inc, a government wide initiative to help Canadian companies succeed in world markets.

Planning and Corporate Affairs Sector

Helping the Department better serve Canadians, that's what we're all about. As the champion of excellence in management, the Planning and Corporate Affairs Sector provides leadership and support to departmental activities in the delivery of programs that in turn enable the Department to fulfill its mandate and accountabilities.

Strategic Policy, Planning and Research Branch

The Strategic Policy, Planning and Research Branch (SPPRB) is responsible for providing the Department with timely and relevant policy advice; leadership in integrated planning; reporting and in undertaking policy research and analysis in areas of strategic importance. The Branch is responsible for the production of the Report on Plans and Priorities (RPP), the Departmental Performance Report (DPR) and the departmental input to Canada's Performance Report.

Corporate Review Branch

The Corporate Review Branch is responsible for the planning, organization and management of internal audit and evaluation activities for the Department. The Corporate Review Branch also supplies information, analyses and advice to Departmental managers to help improve management practices, resource allocation, policy development and compliance with program terms and conditions.

Evaluation Services provides objective and evidence-based information on the performance, relevance, results and cost-effectiveness of PCH policies, programs and initiatives. The work of Evaluation Services contributes to continuous improvement of program quality by supporting decisions regarding planning, renewal, and

redesign; and promotes program integrity by supporting effective expenditure management, accountability and alignment to PCH strategic priorities.

Assurance Services are objective examinations of evidence for the purpose of providing an independent assessment of the soundness of risk management strategies and practices, management control frameworks and practices, and information used for decision-making and reporting. Audit engagements provide senior management with assurances on the adequacy of management processes within the Department and guide senior management in determining where the department is most exposed to risk and what remedial actions are available and appropriate. Assurance Services contribute also to the improvement of the Department's governance process.

Financial Management Branch

The Financial Management Branch is responsible for developing and implementing the financial management framework in Canadian Heritage that is the foundation for sound decision-making and sound comptrollership practices. The Branch has four directorates:

The Financial Planning and Resource Management Directorate is responsible for the development and maintenance of an integrated financial management framework; the funding of departmental operations through the preparation of departmental Budgets and Estimates; monitoring, controlling, and providing advice for the optimum utilization of resources allocated to the Department; and developing and directing the implementation of sound financial planning, financial control and financial reporting.

The Grants and Contributions Centre of Expertise. Following the Department's success in ensuring due diligence in the management of grants and contributions' programs through the process of enhanced monitoring, a Centre of Expertise was created in early 2003. The Centre brings together all corporate functions and services in support of grants and contributions and is leading the migration to a balances approach that continues to manage risks and maintain accountability while improving access for the diversity of program applicants, many of which are struggling to build capacity.

The Centre comprises: Policy and Advisory Services which promotes and facilitates the good management of grants and contributions' programs throughout their life cycle (design, delivery, monitoring and audit/evaluation) in accordance with the Department's Grants and Contributions Management Policy: Principles and Standards of Practice; a Secretariat which ensures the accuracy of and processes files for approval; a Grants and Contributions Information Management System; and a Learning Services unit which provides tools, training and opportunities for program staff to share best practices.

The Accounting Operations, Financial Policy and Systems Directorate is responsible for departmental accounting operations; issue of payments and collection of revenues; maintaining the departmental delegation of signing authorities; production of Public Accounts; overseeing financial systems, policies and training; development and operation of the Department's Finance and Materiel System: System Technology Applications Regrouped (STAR) and the Salary Management System (SMS).

The Materiel Management and Contracting Services Directorate is responsible for providing services, advice and support to management in the areas of goods and services contracting, partnerships, sponsorships, warehousing, fleet operations and asset tracking.

Knowledge, Information and Technology Services

The Knowledge, Information and Technology Services' (KITS) mandate is to provide its clients in Canadian Heritage with IM/IT leadership and expert advice in the area of technology and information management. KITS is responsible for developing and implementing an Information Management and Information Technology (IM/IT) strategy to support the Department's strategic business directions. KITS is responsible for developing and maintaining corporate systems and providing an efficient and secure technical infrastructure.

Public Affairs and Communications Sector

The Public Affairs and Communications (PAC) Sector is mandated to ensure an integrated, coherent and proactive approach in how Canadian Heritage reaches out to Canadians. In contributing to the government's important role in bringing Canadians together, the PAC Sector communicates and delivers events, stories and shared experiences, domestically and internationally.

The Sector also ensures that Canadian Heritage policies, programs, communications and services are delivered in a regionally sensitive way and that regional perspectives are represented at the departmental executive table.

Communications Branch

The Communications Branch is responsible for the strategic planning and management of internal and external departmental communications. It promotes Canadian Heritage policies, programs and services and ensures the Department continues to be visible, accessible and accountable to the public. The Branch also advises the Department and its sectors on all issues related to communications, publication coordination, publishing, publicity, exhibitions, media relations and special events.

e-services Branch

The mandate of the Branch is to enable the Department of Canadian Heritage (PCH) and Canadians to engage, promote and develop Canadian arts, culture, heritage and sports through innovative use of the Internet and improved service delivery strategies.

This mandate is delivered through a variety of strategies and initiatives, which include:

Canadian Cultural Observatory

The Canadian Cultural Observatory is a national information service for all who are interested in Canada's cultural development. It informs the cultural policy and research community of developments, encourages evidence-based policy and planning as well as stimulates community debate and improved knowledge exchange. Its services are targeted towards those who generate new knowledge, and professionals such as researchers, policy analysts, planners, academics, and managers who rely on such knowledge for effective decision-making.

The Canadian Cultural Observatory offers three main services: dissemination, exchange and analysis. One of its specialized services, www.Culturescope.ca, is a collaborative, bilingual on-line interactive hub, which provides access to digitized cultural policy and research content (5,000+ resources). Culturescope.ca also offers a suite of networking tools that enable groups of registered members to work together in private on-line communities. Another specialized service, the Canadian Cultural Observatory's bimonthly subscription-based eNewsletter, delivers the latest news and developments on cultural policy and research in Canada and abroad.

Culture, Heritage and Recreation Cluster

www.culturecanada.gc.ca is the Government of Canada's one-stop Web access to government culture, heritage and recreation services and programs. Created as part of the Treasury Board's Government On-Line (GOL) initiative, CultureCanada.gc.ca is based on the GOL principles of "organizing information around the needs and expectations of Canadians", as well as "taking a whole of government approach" in providing information. This Web site seeks to deliver quick and easy access to Canadian cultural services. The goal is to provide links to a wide range of resources from all levels of government in Canada.

Culture.ca Canada's cultural gateway

Culture.ca, Canada's cultural gateway, provides Canadians and visitors from around the world with quick and easy access to a vast array of quality Canadian cultural content on-line. More than 15,000 Web sites directly connect the user to the history, art, people, places, sports, and media that help define Canada. The gateway includes one million fully searchable Web resources, thematic showcases, featured sites, interviews with Canadians in "My Perspective", a Kids Zone, a listing of cultural festival and events as well as an on-line subscriber-based newsletter. Culture.ca is the only on-line resource that provides such a broad view of Canadian culture on the Internet in both official languages.

eCommunications

The eCommunications unit develops and maintains the Canadian Heritage departmental Web site (www.pch.gc.ca), providing public access to information on the Department's programs, policies publications and events. It comprises over 50,000 Web pages and is visited by more than 600,000 Internet users per month.

Service Improvement and Government On-Line

Treasury Board, as part of the broader "Results for Canadians" agenda to serve Canadians better, established the Service Improvement Initiative (SII). Service Improvement is one of the priorities identified in the Government of Canada Management Accountability Framework (MAF) under Citizen Focused Service and constitutes

a PCH priority. The eServices branch is focused on improving service to Canadians based on our clients' expressed needs and priorities while exercising responsible stewardship of limited public funds. The Branch contributes to departmental policy and program development through its unique and transformative expertise in Internet technologies, service improvement strategies and service delivery expertise, resulting in enhanced access to information, programs and services.

Major Events and Celebrations Branch

Through several national programs, the Major Events and Celebrations Branch seeks primarily to promote and strengthen Canadian identity and pride in Canada, while highlighting major accomplishments and achievements. It also seeks to commemorate and celebrate Canada, and the individuals, events and symbols that shape our unique character and sense of identity.

Celebration, Commemoration and Learning

The Celebration, Commemoration and Learning Directorate's work is the cornerstone of a strategy designed to create a constant and unified federal presence right across the country. The implementation of a five-year plan entitled "Building a Cohesive Canada through Celebration, Commemoration and Learning" is a key responsibility. As well, the Directorate has the mandate to create opportunities for Canadians to connect in celebrating their history, their diversity and their achievements and to commemorate people, places and events that have marked Canada's development. One of its main activities includes the Celebrate Canada! Program, which is an eleven-day celebration that takes place from June 21 to July 1. National Aboriginal Day on June 21 kicks off the celebrations. Events continue with Saint-Jean-Baptiste Day on June 24, Canadian Multiculturalism Day on June 27, and culminate with Canada Day on July 1. Other activities related to the program include the Poster Challenge and the Canada Youth Awards. The Directorate also has the responsibility of coordinating the July 1 "noon-time show" on Parliament Hill.

State Ceremonial and Corporate Events

The mandate of the State Ceremonial and Corporate Events Directorate is to coordinate various national events, such as royal visits, state funerals and installation of new Governors General, and the promotion and protection of national symbols (i.e., National Flag Day). Other activities include provision of ceremonial and protocol advice, administration of federal support to Lieutenant Governors, oversight and coordination of a gift bank for use by the Governor General and members of the Canadian Ministry, administration of the List of Precedence as well as oversight of activities on Parliament Hill.

International Expositions Branch

The International Expositions Branch plans, manages and implements Canada's participation in international expositions with the goal of enhancing their positive impact, both nationally and internationally, and promoting Canada's interests abroad. Ensuring the active involvement of citizens in Canada's participation at international expositions through the development of programs and initiatives is a priority. The Branch represents the Government of Canada at the International Bureau of Expositions (BIE), the body that controls the frequency and the quality of international expositions, and ensures that the requirements of the BIE Convention are met when expositions are held in Canada.

Management, Regional and Correspondence Services Branch

The Management, Regional and Correspondence Services Branch is responsible for the management of the strategic, business planning and reporting functions for the Public Affairs and Communications Sector, directing public opinion research and trends analysis for both the Sector and the Department, providing policy advice to the Assistant Deputy Minister of the Sector and other senior executives of the Department, and leading the coordination of policy development in the Sector. The Branch is also responsible for the management of regional liaison and coordination between the Department's five regions and headquarters, the management and operations of ministerial correspondence and the sectoral management of human, financial and material resources.

Regions

Five regional offices, located in Moncton, Montreal, Toronto, Winnipeg and Vancouver, manage and deliver programs, serve clients, provide liaison daily with the public and contribute to the development and implementation of departmental policies. Twenty-two points of service across the country ensure that Canadians have access to departmental programs and services.

Information Holdings

Program Records

Citizenship and Heritage Sector

Aboriginal Affairs Branch
Description: Information concerning social, cultural, political and economic, funding support programs, policies, research and issues concerning Aboriginal Peoples and organizations.
Topics: Aboriginal cultures, Aboriginal organizations, Aboriginal languages, Task Force on Aboriginal Languages and Cultures, secondary research and international indigenous issues, conventions, declarations and agreements, Aboriginal land claims and self-government, National Gatherings on Cultures.
Format: Paper and electronic
Program Record Number: PCH CCP 070

Canada Travelling Exhibitions Indemnification Program
Description: Files are maintained on the national and international movement and exhibition of cultural objects; the administration of the Canada Travelling Exhibitions Indemnification Act; heritage indemnification schemes in other countries; applications submitted by Canadian Heritage institutions to indemnify travelling exhibitions; valuations and descriptions of national and international cultural property borrowed by applicant institutions; applications and infrastructure information submitted by Canadian Heritage institutions for facilities approval.
Topics: Purpose and implementation of the Act, its Regulations and Indemnity Agreements; amendments, legal advice and associated instruments; descriptions of national indemnification schemes worldwide; indemnification applications and approvals; institutional facilities approval forms; analysis and advice rendered by third party experts concerning indemnification and facilities approvals; correspondence; evaluation tools and studies related to program performance.
Access: Data is searchable by applicant, venue and institution, exhibition value, exhibition dates, amount of indemnification, number of visitors, status and dates of facilities approval.
Format: Paper and electronic
Program Record Number: PCH TEP 042

Canadian Arts & Heritage Sustainability Program
Description: Separate files are maintained at Headquarters and in regional offices for all applications for all components. Only those under the Capacity Building Component for Heritage Organizations are maintained within the Heritage Branch. Files contain information on the corporate and financial status of the heritage organizations involved. Project specifications and all correspondence are included on file, separated according to regions.
Topics: Capacity Building for Heritage organizations; studies related to program performance.
Access: GCIMS searchable by multiple variables I.e. fiscal year, institution and region, h eadquarters etc.
Format: Paper and electronic
Program Record Number: PCH MHP 279

Canadian Conservation Institute
Description: Information on conservation and preservation research, treatment of material cultural heritage, care of collections, heritage facilities, exhibit display and transport, and other technical and scientific areas.
Topics: Fine arts and polychromes; textiles; works of art on paper; archaeology and ethnology; furniture and decorative arts; Aboriginal artefacts; heritage interiors; industrial objects; outdoor art; modern information carriers; museum environment; care of collections; security; fire protection; exhibit display, storage and transportation; conservation materials and processes research; environmental and deterioration research; analytical research services; documentation services; publications; learning opportunities; and library.
Access: Records organized by topic and in chronological order.
Format: Print (books, brochures, reports, catalogues), CCI library and two websites.
Program Record Number: PCH MHP 276

Canadian Heritage Information Network (CHIN)
Description: The provision of services to assist Canadian museums and other heritage organizations in sharing and disseminating information about their institutions, collections, and related information; manages investment in the development of online museum content; online resources for heritage professionals; advice and training on creating, presenting and managing digital content online; production of virtual exhibitions in collaboration with national and international partners; information on the

development of standards and guidelines for museum documentation and information exchange, and related publications.
Topics: Electronic delivery of museum products and services; information management; digitization, preservation, documentation, national inventories of Canadian collections and archaeological sites; research and reference information pertinent to conservation, archaeology, material culture, and museums; information technology assessment; Internet presence, intellectual property management; policy; procedures; public enquiry.
Access: Electronically via two major websites
Program Record Number: PCH MHP 274

Canadian Studies
Description: Information concerning the activities of the Canadian Studies program, as well as technical and financial support provided to individuals, organizations, private sector companies and corporations and educational institutions aimed at promoting Canadian studies.
Topics: Priorities for funding and eligibility criteria for the Canadian Studies program, program-related information, including description of projects and learning materials funded.
Access: Organized by subject matter
Format: Paper and electronic / Web site
Program Record Number: PCH CCP 085

Community Life Component
Description: Information on the services provided to official-language minority community groups, including funding to voluntary organizations, to establish and maintain their organizations, as well as funding to provinces and territories for minority language service delivery.
Topics: Development of institutional services for the minority; lobbying and promotion activities relating to access of minority groups to educational, health, sports, leisure and telecommunications services; maintenance and development of services provided directly by minority-community organizations.
Access: Records organized by program and chronological order.
Format: Electronic and paper support
Program Record Number: PCH OLP 025

Community Partnerships Program
Description: Information concerning the activities of the Community Participation program and the Canada Volunteerism Initiative, including funding provided to recipient organizations in support of volunteerism, capacity building in voluntary organizations, the development of resources and research relating to volunteerism.
Topics: Volunteerism, voluntary action, Canada Volunteerism Initiative
Access: Organized by subject matter
Format: Paper and electronic / Web site
Program Record Number: PCH CCP 060

Exchanges Canada
Description: Information concerning the activities of the Exchanges Canada program, including funding provided to recipient organizations in support of exchange-related activities aimed at young Canadians.
Topics: Eligibility criteria for Exchanges Canada program and exchange–related activities offered to young Canadians, research and program-related information on youth exchanges, engagement and participation, including participants' feedback.
Access: Organized by subject matter
Format: Paper and electronic / Web site
Program Record Number: PCH CCP 065

Heritage Policy
Description: Cabinet documents, legislation, policy issues for the Government, correspondence, memoranda, reports and socio-economic data relating to cultural heritage preservation and enhancement for the benefit of present and future generations of Canadians.
Topics: Cultural heritage; historical resources; libraries; museums; archives; federal heritage agencies.
Access: Records organized by subject and chronological order.
Format: Paper and electronic
Program Record Number: PCH MHP 225

Human Rights Program
Description: Information concerning policies and programs relating to human rights and the implementation of international human rights instruments; technical and financial support to national and regional voluntary and non-governmental organizations aimed at promoting development, understanding and respect for human rights in Canada.
Topics: Human rights - general; Canadian Charter of Rights and Freedoms; International bodies and specialized agencies; multilateral treaties; Canada's reports to the United Nations; International Covenant on Civil and Political Rights; International Covenant on Economic, Social and Cultural Rights; International Convention on the Elimination of All Forms of Racial Discrimination;

Convention on the Elimination of All Forms of Discrimination against Women; Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment; Convention on the Rights of the Child; Court Challenges Program of Canada; Continuing Committee of Officials on Human Rights; Conferences of Ministers Responsible for Human Rights.
Format: Paper, electronic (Web site) and alternative formats. A full list of publications is available on the Program Web site. To order any of these publications please contact: (819) 953-6112.
Program Record Number: PCH CCP 035

Katimavik
Description: Information related to the activities and funding of the Katimavik program, a community service program for youth aged 17 to 21.
Topics: Eligibility criteria for Katimavik program as well as other program-related information.
Access: Organized by subject matter.
Format: Paper and electronic / Web site
Program Record Number: PCH CCP 075

Minority Language Education Component & Second-Language Learning Component
Description: Information pertaining to education in the language of an official-language minority community and the teaching of the second official language.
Topics: Development of bilingualism; Bilingualism and Biculturalism Royal Commission; information - program and publicity; Official Languages in Education; summer language bursary program; official language monitor program; correspondence with the public and educational institutions; elementary, secondary and post-secondary levels education; federal/provincial/territorial conferences; adult education language programs; specific projects and activities, cost-shared by province and territory; language research - general, conferences, cooperation with institutions and organizations, projects, general enquiries, relations with national and inter-provincial organizations; protocol of agreements between the Government of Canada and the Council of Ministers of Education, Canada (CMEC) and bilateral agreements between the Government of Canada and provincial/territorial governments, for minority-language education and second-language instruction.
Access: Records organized by program and chronological order.
Format: Electronic and paper support
Program Record Number: PCH ESP 030

Movable Cultural Property - Policy and Activities
Description: This class of documents contains information about the departmental activities related to the Cultural Property Export and Import Act. It includes files on the administration of the Cultural Property Export and Import Act, the applications for designation of institutions and public authorities as eligible recipients of cultural property grants, loans and applications for grants and loans, and files on applications for export permits.
Topics: Purpose of the Act, amendments and associated instruments; policy concerning patriation of cultural objects, export and import control; case files of illegal imports and exports; designation of eligible institutions; cultural property grants and loans; export permits; cultural property export control; cultural property protection in other countries.
Access: Information on certification, designation, grants and exports are available on SUMMA database.
Format: Paper and electronic
Program Record Number: PCH MHP 275

Multiculturalism Program
Description: Information concerning the Canadian Multiculturalism Act, the application of the federal multiculturalism policy and program activities involving the multicultural nature of the country.
Topics: Multiculturalism Program - general; program management; social development; community action; civic participation; anti-racism; public education on multiculturalism, racism and diversity; organizational and institutional change related to diversity; ethnic, racial, religious and cultural identity; hate crime and bias activity; research; reports and studies; demographic data; research and analysis for the Minister and for federal departments and agencies on the implications and application of multiculturalism as a federal policy.
Access: All funded research projects and annotated bibliographies are listed alphabetically by author.
Format: The Canadian Multicultural Act as well as bibliographies of publications and lists of research projects undertaken by the Program can be found in electronic format on the Canadian Heritage web site.
Program Record Number: PCH MUL 050

Museums Assistance Program
Description: Separate files are maintained at Headquarters and in regional offices for all applications under the program's components. Files contain information on the corporate and financial status of the museum, art gallery or related organization involved. Project specifications and all correspondence are included on the file.
Topics: Assistance programs - aid to individual museums, art galleries, and related non-profit organizations for specific projects in public access and service, collections support, organizational and human resource development and aboriginal museum development; studies related to program performance.
Access: GCIMS searchable by multiple variables i.e. fiscal year, institution and region.
Format: Paper and electronic
Program Record Number: PCH MHP 278

Promotion of Linguistic Duality Component
Description: Information on the Promotion of Official Languages Program, which provides funding and technical support to organizations in the private sector.
Topics: Promulgation and implementation of laws recognizing the equal status of both official languages; fostering a national awareness of linguistic duality; introduction of linguistic reforms within the activities carried out by organizations, voluntary and private sector establishments and the provinces and territories.
Access: Records organized by program and chronological order
Format: Electronic and paper support
Program Record Number: PCH OLP 020

Ship Information Database
Description: Contains information about ships that were registered in Canadian ports or sailed in Canadian waters. Although the primary target group for this database is archaeological resource managers, the information will also be of interest to marine curators, archivists, historians and avocationals. Hosting services are provided by the Canadian Heritage Information Network.
Topics: Electronic delivery of database services, information management, archaeological shipwrecks, maritime records, underwater heritage, Internet presence.
Access: Searchable access by category
Format: Electronic - web site - CHIN Reference database
Program Record Number: PCH MHP 280

Young Canada Works Program
Description: Information related to providing financial assistance to heritage, aboriginal or official languages organizations to hire young Canadians; applications from young Canadians, records from participating institutions indicating the compliance with program specifications.
Topics: Assistance programs - aid to heritage, aboriginal or official languages organizations, success stories, students' essays detailing their experiences.
Access: Heritage component - GCIMS searchable by multiple variables ie fiscal year, institution and region, headquarters, etc; aboriginal component – by subject matter and case files; official languages component - GCIMS searchable by multiple variables i.e. fiscal year, institution and region, headquarters and case files.
Format: Paper and electronic / Web site
Program Record Number: PCH MHP 277

Cultural Affairs Sector

Arts, Culture and Diversity - Applications for Financial Support
Description: Information concerning projects for which financial support has been requested from the program.
Topics: Policy analysis, advice and involvement from the arts sector
Format: Paper and electronic / Web site
Program Record Number: PCH APP 239

Arts Presentation Canada - Applications for Financial Support
Description: Information concerning projects for which financial support has been requested from the program.
Note: Formerly registered under Cultural Initiatives Program - PCH APP 265.
Topics: presentations of live professional arts performances; festivals and networking and professional development activities
Format: Paper and electronic / Web site
Program Record Number: PCH APP 234

Book Publishing Industry Development Program
Description: Separate files are maintained for each application under the program's components. Files contain information on the corporate and financial status of the book publisher or industry group involved. Financial statements, business plans and all correspondence are included on file. The program also maintains an automated data bank with financial information on each applicant.

Topics: Programs components: Aid to publishers; Collective Initiatives and Support for the Canadian Book Industry Supply Chain; Aid to Industry and Associations, International Marketing Assistance.
Format: Paper and electronic / Web site
Program Record Number: PCH ACI 250

Broadcasting Distribution Services
Description: Identification and analysis of issues leading to program policy and development proposals for national and regional application. Formulates policies and programs recommending strategies which ensure the Canadian broadcasting system evolves in a manner that safeguards and enhances Canadian social, cultural, political and economic objectives, particularly with respect to emerging distribution technologies.
Topics: Relates to current and emerging areas of significance such as convergence, telecommunications, industry restructuring and evolving distribution technologies; develops legislation which reflects policy with respect to broadcasting distribution services; and administers related program.
Format: Paper and electronic / Web site
Program Record Number: PCH ACI 224

Broadcasting Programming Services Policy
Description: Information on the identification and analysis of issues leading to the development of policy and program proposals for national application taking into account international trends and developments. Information on the formulation of policies and proposals, recommending and shaping strategies directed at developing the Canadian broadcasting sector both in Canada and internationally.
Topics: This includes television, radio, pay and specialty services [both public (CBC and provincial) and private] operating in English and French and other languages in a manner that enhances Canadian social, cultural, political and economic objectives; formulating and shaping policies and strategies for the CBC and negotiating their implementation; monitoring and assessing the impact of major trends on the broadcasting sector including digital technology and digital video compression, industry restructuring and heightened competition, international trade agreements and public and private sector needs and concern.
Format: Paper and electronic / Web site
Program Record Number: PCH BCI 026

Canada Magazine Fund (CMF)
Description: Separate files are maintained for each application under the fund's components. Files contain information on the corporate and financial status of the periodical publishers or industry group involved. Financial statements, business plans and all correspondence are included in the file. The fund also maintains an automated data bank with the financial information on each application.
Topics: Fund's components - Support for Editorial Content; Support for Business Development for Small Magazines Publishers; Support for Industry Development; Support for Arts and Literary Magazines
Format: Paper and electronic / Web site
Program Record Number: PCH CMF 001

Canada Music Fund
Description : Separate files are maintained for each application under the fund's components administered by the Department (Music Entrepreneur Component, Support to Sector Associations Component). Files contain information on the corporate and financial status of the company or industry group involved; financial statements, business plans and all correspondence are included on file. The Department's fund administrators also maintain an automated data bank with financial information on each applicant.
Topics : Fund's components: Creators' Assistance, Canadian Musical Diversity. New Musical Works, Collective Initiatives, Music Entrepreneur, Support to Sector Associations and Canadian Music Memories.
Format : Paper and electronic / Web site
Program Record Number : PCH CMF 002

Canadian Arts & Heritage Sustainability Program – Applications for Financial Support (formerly registered under Cultural Initiatives Program – PCH APP 265)
Description: Information concerning capacity building projects proposed by arts and heritage organizations, endowment support for arts organizations, support to endangered arts organizations, national networking initiatives, and information concerning a number of regional arts stabilization projects. Files contain information on the corporate and financial status of the organizations involved.
Topics: Capacity building, notably governance and management capacities of arts and heritage organizations, endowment support for arts organization – performing arts, visual arts, media arts, literary arts and interdisciplinary arts organizations.
Format: Paper and electronic / Web site
Program Record Number: PCH APP 237

Canadian Audio-Visual Certification Office (CAVCO)
Description: An automated information bank containing information on applications from producers for the Canadian Film or Video Production Tax Credit Program (CPTC) and the Film or Video Production Services Tax Credit Program (PSTC) and the pre-existing Capital Cost Allowance Program (CCA). A manual filing system exists containing individual application forms and supporting documentation for all the programs, including UNESCO's Beirut Agreement certification program. Specific client information is confidential. Specific requests for statistics can only be accommodated on a general aggregate level.
Topics: This information includes: number of certified productions per year as well as total budgets; and number of applications received and certified.
Format: Paper
Program Record Number: PCH ACI 255

Canadian Cultural Agencies: Performing, Visual and Literary Arts
Description: Correspondence, memoranda and reports relating to the Canada Council and National Arts Centre.
Topics: Canada Council - organization, legislation and regulations, programs and development, requests for information and assistance. National Arts Centre - facilities, organization, legislation and regulations, financial policy, resident companies.
Format: Paper and electronic / Web site
Program Record Number: PCH APP 232

Canadian Culture Online
Description: Information on funding available to public and private sector organizations for the development, production and marketing of Canadian digital cultural content or research and development in cultural new media.
Topics: Digital standards and interoperability; sustainability and copyright; cultural diversity; French on the Internet; Aboriginal content; youth Internet use; e-learning.
Format: Paper and electronic / Web site
Program Record Number: PCH APP 233

Canadian Film or Video Production Tax Credit Program (CPTC)
Description: A refundable tax credit program for films and videos certified Canadian. The tax credit is available at a rate of 25% of qualified labour expenditures incurred after 1994 by a qualified corporation, for the production of a Canadian film or video production. The qualified labour expenditure may not exceed 60% of the cost of the production net of assistance. Co-productions between Canada and another country are eligible for the tax credit program only when co-produced under an official treaty.
Topics: The 1995 federal budget proposed to eliminate the capital cost allowance (CCA) incentive for certified productions in favour of a refundable tax credit. The CPTC Program jointly administered by the Canadian Audio-Visual Certification Office (CAVCO) and Canada Revenue Agency (CRA), was subsequently created to replace the CCA incentive.
Format: Paper
Program Record Number: PCH CTC 001

Copyright Policy
Description: Information on the formulation and recommendation of departmental copyright policy and associated legislative development at departmental and inter-departmental levels.
Topics: Criteria for copyright protection, especially in the digital environment; subject matter of protection; economic and moral rights of copyright owners; ownership of copyright; exceptions to protection; term of protection; infringement of copyright and remedies; briefs and submissions relating to the above; copyright-based industries; clearance of copyright; interfacing of communications; copyright policies, and international negotiations of copyright protection.
Format: Paper and electronic / Web site
Program Record Number: PCH APP 245

Cultural Capitals of Canada - Applications for Financial Support
Description: Information concerning special projects and activities that highlight the arts and culture proposed by Canadian municipalities for which financial support has been requested from the program.
Topics: special activities proposed by Canadian municipalities that celebrate the arts and culture, activities that build a legacy by integrating arts and culture into community planning, and innovative projects involving partnership activities that celebrate community identity through cultural exchanges among communities in at least two provinces.
Format: Paper and electronic / Web site
Program Record Number: PCH APP 238

Cultural Spaces Canada - Applications for Financial Support
Description: Information concerning cultural infrastructure projects and the organizations that

have requested financial support for these projects from the program.
Note: Formerly registered under Cultural Initiatives Program - PCH APP 265
Topics: construction, renovation and acquisition of specialized equipment for arts and heritage facilities such as museums, concert halls, theatres, performance spaces, etc.
Format: Paper and electronic / Web site
Program Record Number: PCH APP 236

Fathers of Confederation Building Trust – Applications for Financial Support
Description: Information concerning activities for which financial support has been requested from the program.
Topics: Operational support of the Confederation Centre of the Arts.
Format: Paper and electronic / Web site.
Program Record Number: PCH APP 240

Film and Video Policy and Programs
Description: Information on the film and video industries in general, their markets, industry participants, related departmental and agency programs, industry associations and policy issues.
Topics: Film and video policy in Canada and in the international context; Canadian ownership; imports and exports; production, distribution and broadcasting; federal cultural agencies - Telefilm Canada, National Film Board; foreign investment policies tax issues; tax credit issues; reports, statistics and studies; financial assistance; training and development.
Format: Paper and electronic / Web site.
Program Record Number: PCH ACI 221

Film or Video Production Services Tax Credit Program (PSTC)
Description: A refundable tax credit program for films and videos without Canadian content. The PSTC is available at a rate of 16% of qualified Canadian labour expenditures incurred by an eligible production corporation for services provided in Canada by Canadian residents or taxable Canadian corporations for the production of an accredited production.
Topics: The PSTC is a mechanism designed to encourage the employment of Canadians by a taxable Canadian or foreign-owned corporation with a permanent establishment in Canada, the activities of which are primarily film or video production or production services. In return for hiring Canadian residents to perform work in Canada, the eligible production corporation may be entitled to a credit against taxes payable in Canada.
Format: Paper
Program Record Number: PCH FTC 200

Innovation
Description: Factual and analytical information on issues impacting the evolution of the broadcasting sector including the impact of new technologies, changing environment and business models, and evolving consumer demands; monitoring and assessing the impact of major trends on the broadcasting sector including digital technology and digital video compression, industry restructuring and heightened competition. Develops and implements strategies, policies and legislation to ensure that the Broadcasting system is developed and structured in a manner consistent with the government's social, cultural, political and economic objectives.
Topics: Emerging technologies, changing broadcasting environment, changing business models, ownership, Committee hearings on broadcasting.
Format: Paper and electronic / Web site
Program Record Number: PCH INN 240

Investment Canada Act
Description: This class of documents contains separate files for each notification, application for review or opinion under the Investment Canada Act. Files contain information about the corporate and financial status of non-Canadian investors and the Canadian businesses involved in transactions. Personal information retained could include citizenship, nationality and other personal and financial information of foreign investors, the company presidents, vice-presidents and shareholders. The information is used to determine whether the Investment Canada Act applies to a specific investment and/or whether the investment is of net benefit to Canada. Files are maintained at the Department for the duration of the monitoring period and then filed in the archives of the Department.
Topics: Foreign investment cases in the cultural sector; acquisitions or establishments of Canadian cultural businesses; applicability of the Investment Canada Act; legal opinions on Canadian status.
Program Record Number: PCH ICA 010

National Arts Training Contribution Program - Applications for Financial Support
Description: Information concerning institutions and programs for which financial support has been requested.

Topics: Training in the arts - performing arts, visual arts, media arts, literary arts and interdisciplinary work.
Format: Paper and electronic / Web site
Program Record Number: PCH ACG 210

Performing, Visual and Literary Arts Policy
Description: Correspondence, memoranda and reports relating to performing, visual, media and literary arts, crafts and design policy issues.
Topics: Arts; performing arts; Status of the Artist Legislation and related initiatives; music; theatre; dance; taxation Canadian artists, tax issues and treatment of the artists; federal tax; tax expenditures; tax incentives and fiscal measures; visual arts; crafts; exhibitions and fairs; literary arts; cultural sector training; Aboriginal arts; arts and technologies and Arts marketing.
Format: Paper and electronic / Web site.
Program Record Number: PCH APP 235

Publications Assistance Program (PAP)
Description: Separate files are maintained for each application under the Publications Assistance Program. Files contain information on the corporate and financial status of the periodical publisher or industry group involved. Financial statements, business plans and all correspondence are included on file. The program also maintains an automated data bank with financial information on each applicant.
Topics : Publications Assistance Program
Format: Paper and electronic / Web site
Program Record Number: PCH PAP 200

Publishing Policy – Book
Description: Information on the formulation of policies and programs pertaining to the book trade and the publishing industry in Canada.
Topics: Book policy in Canada and in the international context; reports, statistics and studies; book publishing and related sectors; the marketing and the development of the publishing industry in Canada and internationally; postal subsidy; foreign investment; electronic publishing; associations relevant to the publishing industry; conferences, task forces and study groups.
Format: Paper and electronic / Web site
Program Record Number: PCH ACI 223

Publishing Policy – Periodical
Description: Information on the formulation of policies and programs pertaining to the magazine publishing industry in Canada.
Topics: Periodical policy in Canada and in the international context; reports, statistics and studies; marketing and development of the publishing industry in Canada and internationally; periodical and newspaper publishers and publishing; postal subsidy; print media and advertising; foreign investment; electronic publishing; associations, clubs and societies relevant to the publishing industry; conferences, task forces and study groups.
Format: Paper and electronic / Web site.
Program Record Number: PCH ACI 225

Regulatory Affairs
Description: Information on the formulation and recommendation of departmental policies on broadcasting regulatory and legislative issues such as the analysis of Canadian Radio-television and Telecommunications Commission (CRTC) decisions appealed to the Governor in Council, the CRTC's mandate under the Broadcasting Act, the issuance from time to time of Governor in Council directions or requests to the CRTC, the treatment of controversial content aired by broadcasters, national security and emergency broadcast warning issues, amendments to the Radiocommunications Act to deal with satellite theft and Part II broadcasting licence fees.
Topics: Appeals of Canadian Radio-television and Telecommunications Commission decisions. Decisions issued by the CRTC. National security issues, Emergency broadcast warnings, Satellite theft, Controversial content, Part II Fees.
Format: Paper and electronic / Web site
Program Record Number: PCH ACI 226

Social Policy and Audience Analysis
Description: Directs research and analysis of evolving broadcasting technological and social trends and developments, including the creation and maintenance of broadcasting databases; leads the formulation of policy and program responses to emerging broadcasting issues and priorities; maintains watching brief on international issues concerning the evolution and regulation of broadcasting industries; monitors the Standing Committee on Canadian Heritage and other relevant parliamentary committees, and directs the recommendations of the Government's responses; and develops linkages between plans and results, and between the allocation of resources and planning priorities.
Topics: Digital transition, high-definition television (HDTV), cross media ownership, concentration of ownership, UNESCO, diversity, third-language services, audience needs, viewership, consumer reach, advertising trends, accessibility, descriptive video and closed captioning.
Program Record Number: PCH ACI 227

Sound Recording Policy
Description: Information on the sound recording industry in general, its markets, industry stakeholders, related departmental and agency programs, industry associations and policy issues.
Topics: Sound recording policy in Canada and in the international context; Canadian ownership; imports and exports: copyright; federal cultural agencies - Canada Council for the Arts and CRTC; sound recording industry associations; private sector - CMF program administrators (e.g. FACTOR; Musicaction); foreign investment policies; tax issues; reports, statistics and studies; financial assistance; training and development.
Format: Paper and electronic / Web site
Program Record Number: PCH ACI 222

International and Intergovernmental Affairs and Sport Sector

Sport Canada
Description: Information relating to programs aimed at national sport organizations, multisport service organizations and high performance athletes, as well as financial eligibility and support. Also, information on sport participation in Canada, Canadian results at major events, major events hosted in Canada, and policies within the area of sport.
Topics: Sport Support Program including national sport organizations, multisport service organizations and Canadian Sport Centres; Athlete Assistance Program; Hosting Program; Sport Funding and Accountability Framework; major games schedule; sport publications, reports, papers and policies.
Format: Electronic and paper support
Program Record Number: PCH FAS 415

Trade and Investment Policy
Description: Information on the formulation of departmental policy with respect to international trade and investments policy and associated legislative development at departmental and inter-departmental levels.
Topics: Trade policy and dispute settlement procedures under international trade agreements with respect to cultural industries and cultural policies; cultural trade discussions in intergovernmental organizations.
Format: Paper and electronic / Web site
Program Record Number: PCH TIB 001

Trade Routes Program
Description: Information concerning arts and cultural exports, including market intelligence, export strategies, expert advice and proposals for financial support for international business development and export preparedness activities from arts and cultural small and medium sized enterprises.
Topics: Performing arts, visual arts, film/video, broadcasting/television, music and sound recording, publishing, design, crafts, heritage, new media, international business development, export preparedness, market intelligence, market reports, export strategies, Trade Team Canada – Cultural Goods and Services.
Format: Paper and electronic / Web site
Program Record Number: PCH TIB 005

Public Affairs and Communications Sector

Canadian Symbols Promotion and Protection
Description: Information concerning Canadian symbols.
Topics: Flag etiquette in Canada; the Arms of Canada; the National Flag of Canada; and the National Anthem of Canada.
Access: All documents are organized by subject.
Format: Paper and electronic (Web site)
Program Record Number: PCH CPP 040

State Ceremonial and Corporate Events
Description: Information concerning State Ceremonial activities.
Topics: Protocol and Special Events - ceremonies (state funerals, Canada Day, Flag Day, flags, installation of Governors General, statue unveilings, etc); Lieutenant-Governors (general administrative support; provincial administrators; speeches from the Throne; statutes); - Royal visits (organize and deliver all federal aspects of official visits);legal applications (advice on the use) of the Canadian flag and other official symbols of the Crown (includes royal patronage; royal photographs; use of prefix royal; use of names of members of the Royal Family; salute and saluting; titles);gifts offered by the Government of Canada and Governor General;use of Parliament Hill.
Access: All documents are organized by subject
Format: Paper and electronic (Web site)
Program Record Number: PCH CPP 050

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests
Accounts and Accounting
Acts and Legislation
Administration
Administration and Management Services
Audits
Budgets
Classification and Positions
Co-operation and Liaison
Employment and Staffing
Equipment and Supplies
Finance
Furniture and Furnishings
Hospitality
Human Resources
Occupational Health, Safety and Welfare
Office Appliances
Official Languages
Pensions and Insurance
Personnel
Physical Security
Proactive Disclosure
Procurement
Relocation
Salaries and Wages
Staff Relations
Training and Development
Travel
Vehicles

Particular Personal Information Banks

Human Resources and Workplace Management

Security Services Investigation Files
Description: This bank contains personal information on individuals who have been involved in criminal and miscellaneous incidents or security violations and infractions investigated by Security Services. This bank consists of investigation and occurrence reports, written statements, documentary exhibits and other related correspondence. Persons are identified by date of birth, name and initials. The report in which they are mentioned is identified by the assigned file index number, the type of incident or infraction and the date of its occurrence. Information in this bank may be maintained on paper documents and automated form.
Class of Individuals: Employees of the Department and contractors dealing with the Department.
Purpose: The purpose of this bank is to record information on security violations and infractions in order to evaluate trends in criminal activities, assess awareness and application of security measures and determine the need for and nature of disciplinary action.
Consistent Uses: This information is used by departmental authorities to support decisions regarding disciplinary measures, security and reliability screening, criminal actions, investigations, and suppression of crime, as well as for planning, evaluation and statistical purposes.
Retention and Disposal Standards: The information in this bank is retained for two years following an employee's termination with the Department and five years for cases where a person is not an employee of the Department, it is then destroyed.
RDA Number: 98/001
Related PR#: PCH PRN 931
TBS Registration: 002165
Bank Number: PCH PPU 803

Portfolio Affairs Office

Governor in Council & Ministerial Appointments databases
Description: These banks contain recommendations and biographical information, as well as related correspondence, on persons recommended as nominees for ministerial appointments or for Governor in Council appointments to organizations for which the Minister is responsible. These banks also contain information on individuals appointed to these organizations.
Class of Individuals: Personal information relates to candidates for appointment to various positions within organizations for which the Minister is responsible, as well as to the current incumbents of these positions.
Purpose: The purpose of these banks is to maintain an inventory of potential candidates for

appointment to organizations for which the Minister is responsible and to track the status of the current appointees to these organizations.
Consistent Uses: None
Retention and Disposal Standards: Active files are retained for five years and then destroyed.
RDA Number: 98/005
Related PR#: PCH PRN 903
TBS Registration: 003698
Bank Number: PCH PPU 058

Citizenship and Heritage Sector

Dialogue on Heritage

Description: This file contains the identification of people and organizations that have submitted their comments on the document of discussion "Canadians and their Heritage: some Trends, Issues and Ideas - A Dialogue on Heritage in the 21st Century". The data contained in the file include: first name, name, occupation, preferred language for correspondence, organization, address, city, province/territory, postal code, e-mail address, Web site and a description of their involvement within heritage (professional, volunteer, academic, amateur or other - please specify.
Class of Individuals: The general public and heritage organizations in Canada.
Purpose: This information will be used for analysis that will serve to elaborate the new policies and revise existing policies in the heritage sector.
Consistent Uses: Personal information will not be utilized for any other purpose than previously defined. Personal information will not be divulged to any third party.
Retention and Disposal Standards: This information will be kept active for ten years after which it will be transferred to Library and Archives Canada.
RDA Number: 96/003
Related PR#: PCH MHP 225
TBS Registration: 005153
Bank Number: PCH PPU 077

Youth Outreach Program

Description: The Youth Outreach program has been established to gather and maintain information on Canadian schools, school boards, youth centres and ethno cultural organizations for subsequent use in a National Video Competition called "Racism. Stop It!" The records related to the Youth Outreach program include the completed entry forms received from participants. Starting 2004, some of the "tombstone" information from these forms has been entered into the Youth Outreach Database. The completed entry forms and the database contain the name, mailing address, telephone number, age, grade and gender of those youth who have submitted entries (as a team member) into the competition. Other information contained in these records include the name, mailing address, telephone number and e-mail address of Canadian primary and secondary schools, CEGEPs, school boards, youth centres and ethno cultural organizations. The name and e-mail address, when available, of individuals who work or volunteer at these institutions will also be contained in the database.
Class of Individuals: Youth, who are permanent residents of Canada or Canadian citizens and who are between the ages of 12 and 18 and have entered the "Racism. Stop It!" National Video Competition. Individuals who work or volunteer at Canadian schools, school boards, and selected youth centres and ethno cultural organizations.
Purpose: The primary purpose is to maintain information about Canadian schools, school boards, youth centres and ethno cultural organizations to disseminate information about the video competition and other promotional material. The information is also used to process competition entries, select winners, contact winners and send them their prizes. Aggregate information will also be used to provide statistical data / reports on the competition and participation by school, school board, province, region, etc. and to be used in developing future contests.
Consistent Uses: The mailing information contained in the database may also be used to disseminate information about other youth-related programs, such as the Mathieu Da Costa Challenge and other departmental programs, i.e. Exchanges Canada.
Retention and Disposal Standards: 8012-11/by year – retained for 7 years after completion of each year's competition and then destroyed. 8012-12/by year – retained for 7 years after completion of each year's competition and then transferred to Library and Archives Canada as historical records.
RDA Number: 97/032
Related PR#: PCH MUL 050
TBS Registration: 005576
Bank Number: PCH PPU 060

International and Intergovernmental Affairs and Sport Sector

Athlete Assistance Program

Description: The Athlete Assistance Program Management Information System (AAPMIS)

contains information on athletes, supported through the Sport Canada Athlete Assistance Program since 1977. AAPMIS has evolved to contain more extensive information such as biographical data, funding data and performance results.
Class of Individuals: Canada's high performance athletes.
Purpose: This database is used as an interface with a financial system (SAP/STARR) to provide funding to athletes and schools (on behalf of funded athletes), and as a tool to provide information to the sport community, Sport Canada Management and for overall evaluation purposes.
Consistent Uses: To provide funding to approved athletes, provide mailing lists to the Canadian Olympic Committee, provincial/territorial governments and other organizations that provide services to athletes (once athlete has permitted this sharing), and to provide information for internal evaluation and accountability purposes.
Retention and Disposal Standards: Hard-copy records are retained for 15 years and are then archived. Identical electronic records also exist and are kept indefinitely for statistical purposes.
RDA Number: 99/012
Related PR#: PCH FAS 415
TBS Registration: 002734
Bank Number: PCH PPU 220

Planning and Corporate Services Sector

Accounts Payable/Employee Accounts
Description: This bank contains authorizations, advances, claims, supplier invoices, travel arrangements and itineraries, correspondence concerning travel, relocation or posting of employees, expense reports, receipts, correspondence and other supporting documents relating to expenses being reimbursed, fees being paid, claims being settled, other payments and cheque requisitions. Records of transactions also exist in automated form in the Accounts Payable Sub-system. Individuals seeking access to this bank should specify whether they are an employee, contractor or claimant and provide details of the payment such as location, type and dates.
Class of Individuals: Employees claiming travel and hospitality expenses, relocation expenses, education course fees, isolation allowances and membership fees, awards, ex gratia and other sundry payments; suppliers of goods and services provided to the Department; and individuals on contract.
Purpose: The purpose of this bank is to support the accounts payable/employee accounts function, which is to make non-payroll payments in accordance with authorizations.
Consistent Uses: The records are used to substantiate and issue cheques for the above-noted supplier invoices, expenses, fees, claims and other payments; for planning, budgeting and audit purposes; and to provide reports concerning international travel, first class and business class air travel, child care expenses, extended travel versus short-term relocation and the use of private vehicles to the Treasury Board Secretariat, as requested. Limited information is disclosed to Public Works and Government Services Canada to facilitate cheque issue.
Retention and Disposal Standards: The records are retained for six fiscal years following the fiscal year during which the claim was settled and then destroyed.
RDA Number: 99/004
Related PR#: PCH PRN 914, 927, 933, 934, 936
TBS Registration: 002162
Bank Number: PCH PPU 804

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Personal Information Banks and a description of their contents.

Access to Information and Privacy Requests

Hospitality

Personnel Security Screening

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Classes of Personal Information

In the course of conducting the programs and activities of the Department, categories of personal information may be accumulated which are not contained in the specific personal information banks previously described in this entry. Such personal information includes requests for information and publications, research proposals, expressions of public support, comments and suggestions, requests for funding and assistance, and complaints. This information is stored as part of the general subject files, the records of which are not normally retrievable by name of individual or other personal identifier. Specifics must be

provided concerning the subject matter, related program activity, as well as the date on which the information was received by the Department and to whom it was addressed.

The personal information contained in these subject files is retained for the same period of time as the related subject information and is disposed of according to the appropriate subject records schedules.

Arts, Culture and Diversity

This class of personal information contains applications and supporting documentation submitted by organizations seeking financial assistance. These documents may contain personal information pertaining to the directors and officers of the institutions, including names and addresses. This program also maintains electronic databases with financial information on each organization that submits an application. This information is not filed by personal identifier but rather by the name of the cultural institution. This information is compiled to assess applications for funding. This information is also compiled to be able to report on results of the program. Records are maintained at headquarters and retained for seven years and then transferred to Library and Archives Canada for selective retention.

Arts Presentation Canada

This class of personal information contains applications and supporting documentation submitted by cultural organizations seeking financial assistance for their activities. These documents may contain personal information pertaining to the directors and officers of cultural organizations including names and addresses. This program also maintains electronic databases with financial information on each organization that submits an application. This information is not filed by personal identifier but rather by cultural organization or activity title. This information is compiled to assess applications for funding. This information is also compiled to be able to report on results of the program. Records are primarily maintained by the Department's Regional Offices that are responsible for the management of the Program. Records maintained are retained for seven years, and then transferred to Library and Archives of Canada for selective retention.

Book Publishing Industry Development Program

This class of documents contains separate files for each application for funding under the Book Publishing Industry Development Program. Files contain information about the corporate and financial status of the book publishers or industry groups involved. Personal information retained include citizenship, nationality and other personal and financial information of company presidents, vice-presidents and shareholders. The information is used to determine eligibility for funding under the program. Files are retained for seven years and are then destroyed. (See also Program Records – Book Publishing Industry Development Program.)

Canada Magazine Fund

This class of documents contains separate files for each application for funding under the Canada Magazine Fund. Files contain information about the corporate and financial status of the publishers or industry groups involved. Personal information retained include citizenship, nationality and other personal and financial information of company presidents, vice-presidents and shareholders. The information is used to determine eligibility for funding under the fund. Files are retained for seven years and are then destroyed. (See also Program records – Canada Magazine Fund.)

Canada Music Fund

This class of documents contains separate files for each funding application submitted under the Music Entrepreneur and Support to Sector Associations components of the Canada Music Fund. Files contain information about the corporate and financial status of the applicants. Personal information retained include citizenship, nationality and other personal and financial information of company presidents, vice-presidents and shareholders. The information is used to determine eligibility for funding under the fund. Files are retained for seven years and are then destroyed. (See also Program records – Canada Music Fund.)

Canadian Arts and Heritage Sustainability Program

This class of personal information contains applications and supporting documentation submitted by cultural organizations seeking financial assistance for their activities. These documents may contain personal information pertaining to the directors and officers of cultural

organizations including names and addresses. As well, the curriculum vitae of participants and/or expert advisors to the proposed activity may be held on file. This program also maintains electronic databases with financial information on each organization that submits an application. This information is not filed by personal identifier but rather by cultural organization or activity title. This information is compiled to assess applications for funding of projects under the program including capacity building projects, networking projects, matching endowment grants and support to endangered arts organizations. This information is also compiled to be able to report on results of the program. Records are maintained either in the Department's regional offices or at headquarters since the program management is a shared responsibility. Records are retained for seven years, and then transferred to Library and Archives Canada for selective retention.

Canadian Audio-Visual Certification Office (CAVCO)

This class of documents contains confidential personal information pertaining to the creative personnel employed in productions which have applied to the Canadian Film or Video Production Tax Credit Program (CPTC), the Film or Video Production Services Tax Credit Program (PSTC) and the pre-existing Capital Cost Allowance Program (CCA). Information is not filed by personal identifier, but is filed with application forms. Files are retained for five years and then transferred to the Library and Archives Canada for selective retention. (See also Program Records– Canadian Audio-Visual Certification Office (CAVCO), Canadian Film or Video Production Tax Credit Program (CPTC) and Film or Video Production Services Tax Credit Program (PSTC).)

Canadian Heritage Information Network (CHIN)

This class of personal information is pertinent to the collection of museum objects by Canadian museums. The purpose of the information is to create a national inventory of museum collections and to assist museums in managing their collections and developing online content. The documents may contain references to individuals with whom Canadian museums deal in relation to collecting or Web development. Also contained is basic biographical information on Canadian artists. The records are created and supplied by Canadian museums and are maintained as long as is necessary for their management. As well, information provided by Virtual Museum of Canada (VMC) users who register to receive e-mail updates is collected using Secure Socket Layer (SSL), a privacy enhancing technology. This information is kept under CHIN's control, protected under the Privacy Act, and is not provided to any third party. Information concerning the use of VMC content is gathered through "traffic data" for the purposes of statistical analysis, and is disclosed to third parties only in aggregate form. This information is captured in standard Web logs and through feedback.

Cultural Capitals of Canada Program

This class of personal information contains applications and supporting documentation submitted by Canadian municipalities seeking financial assistance to undertake cultural and arts development projects. These documents may contain personal information pertaining to the employees of the municipalities, including names and addresses. This program also maintains electronic databases with financial information on each organization that submits an application. As well, the curriculum vitae of individuals associated with the municipalities may be held on file. This information is not filed by personal identifier but rather by the name of the cultural institution. This information is compiled to assess applications for funding of operations under the Program. This information is also compiled to be able to report on results of the program. Records maintained by headquarters are retained for seven years, and then transferred to Library and Archives Canada for selective retention.

Cultural Spaces Canada

This class of personal information contains applications and supporting documentation submitted by organizations seeking financial assistance to improve their physical infrastructure. These documents may contain personal information pertaining to the directors and officers of the institutions, including names and addresses. This program also maintains electronic databases with financial information on each organization that submits an application. This information is not filed by personal identifier but rather by the name of the cultural institution. This information is compiled to assess applications for funding. This information is also compiled to be able to report on results of the program. Records are primarily maintained by the Department's regional offices that are responsible

for the management of the program. Records are retained for seven years and then transferred to Library and Archives Canada for selective retention.

Fathers of Confederation Building Trust

This class of personal information contains applications and supporting documentation submitted by the organization seeking financial assistance. These documents may contain personal information pertaining to the directors and officers of the institution, including names and addresses. This program also maintains electronic databases with financial information on the organization that submits the application. This information is not filed by personal identifier but rather by the name of the cultural institution. This information is compiled to assess funding applications. This information is also compiled to be able to report on results of the program. Records are primarily maintained by the Department's regional office. Records are retained for seven years and then transferred to Library and Archives Canada for selective retention.

Labour Market Study

Part 1 of this bank contains personal information on approximately 1200 employees of the museums across Canada and responses to questions on training and professional development opportunities, employment conditions, educational and training background, and some demographic data. Part 2 contains data on 500 museums and responses to questions on the museums labour market such as number of full-time and part-time positions; number of people employed for each job and their classifications; current budgets, etc. Records will be kept for five years (plus two years dormant).

National Arts Training Contribution Program

This class of personal information contains applications and supporting documentation submitted by cultural training institutions seeking financial assistance for their operations. These documents may contain personal information pertaining to the directors and officers of the institutions, including names and addresses. This program also maintains electronic databases with financial information on each organization that submits an application. As well, the curriculum vitae of individuals associated with the institution may be held on file. This information is not filed by personal identifier but rather by the name of the cultural institution. This information is compiled to assess applications for funding of operations under the Program. This information is also compiled to be able to report on results of the program. Records are maintained at headquarters and retained for seven years and then transferred to Library and Archives Canada for selective retention.

Publications Assistance Program (PAP)

This class of documents contains separate files for each application for funding under the Publications Assistance Program. Files contain information about the corporate and financial status of the publishers or industry groups involved. Personal information retained include citizenship, nationality and other personal and financial information of company presidents, vice-presidents and shareholders. The information is used to determine eligibility for funding under the program. Files are retained for seven years and are then destroyed. (See also Program records – Publications Assistance Program.)

Trade Routes Program

This class of documents contains information collected as part the application for funding, through participation in a program-sponsored event or through active participation in the Program's industry advisory board. The information is used to perform on-going operational activities such as evaluating applications for funding, disseminating information and to organize events and meetings. These documents may contain personal information pertaining to the directors and officers of cultural organizations including names and addresses. (See also Program Records: Trade Routes Program).

Manuals

- Access to Information and Privacy Acts - Employee Guide
- Audit Manual
- Departmental Access to Information and Privacy Acts Policies and Procedures Handbook
- Financial Coding Manual
- Financial Management Guide
- Fire Safety Plan
- Grants and Contributions Manual
- Guide to Departmental Mail Services

- Human Resources Web Site
- Information Classification and Protection Guide
- Information Technology Security Handbook
- Maintenance Standards (Volumes 1 & 2)
- Management Directives
- Personnel Security Guide
- Security and Emergency Procedures Handbook
- Sign Manual
- The Departmental Policy on Informatics

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Reading Room

The Knowledge Centre has been designated under the Access to Information Act as a public reading room.

In accordance with the mission of the Department of Canadian Heritage, the Knowledge Centre holds a unique collection of documents in the areas of arts, cultural industries, heritage, Canadian identity, multiculturalism, official languages, amateur sport and national parks and historic sites. Clients will find documents in various formats from on-line and CD-ROM databases to monographs, microforms, periodicals, newspapers and official documents.

The Knowledge Centre also holds copies of all documents published or sponsored by Parks Canada, Canadian Heritage and their founding departments. Clients may access the electronic version of many of these documents on the Internet sites of the Department and the Agency, or they may borrow the printed version by interlibrary loan. Its address is:

Jules Léger Building, South Tower
Terrasses de la Chaudière
15 Eddy Street, 2nd Floor
Gatineau, Quebec K1A 0M5

General Information, Reference and Circulation:
Telephone: 819-953-4955

Interlibrary Loan Service:
Telephone: 819-997-5467

Cataloguing:
Telephone: 819-994-5915
Facsimile: 819-953-7988
E-mail: pch_library@canadianheritage.gc.ca

It is open weekdays from 08:00 a.m. to 4:30 p.m.

Departmental manuals are available for consultation in regional offices listed below. Manuals are also available at local offices in the regions - addresses and telephone numbers can be obtained from the appropriate regional office. A Telephone Device for the Deaf (T.D.D.) telephone number is available at certain regional offices.

Regional Offices

Atlantic Region

Canadian Heritage
1045 Main Street, Unit 106
Moncton, New Brunswick E1C 1H1

Telephone: 506-851-7066

Quebec Region

Canadian Heritage
Guy-Favreau Complexe
West Tower, 6th floor
200 René Lévesque Boulevard West
Montreal, Quebec H2Z 1X4

Telephone: 514-283-2332

Ontario Region

Canadian Heritage
150 John Street, Suite 400
Toronto, Ontario M5V 3T6

Telephone: 416-973-5400 or 416-954-0395

Prairies and Northern Region

Canadian Heritage
275 Portage Avenue, 2nd Floor
P.O. Box 2160
Winnipeg, Manitoba R3C 3R5

Telephone: 204-983-3601

Western Region

Canadian Heritage
300 West Georgia Street, Suite 400
Vancouver, British Columbia V6B 6C6

Telephone: 604-666-0176

Canadian Human Rights Commission

Chapter 37

General Information

Background

The Canadian Human Rights Commission was given its mandate with the passage in July 1977 of the Canadian Human Rights Act. The Act became operative on March 1, 1978.

Responsibilities

The Commission's program objective is to give effect, within the federal sphere, to the principle that every individual should have an equal opportunity to participate in Canadian society consistent with his or her duties and obligations.

Specifically, the Commission deals with complaints of discrimination in employment, and in the provision of goods, services, facilities and/or accommodation customarily available to the general public and in the provision of commercial premises or residential accommodation, based on any of the eleven prohibited grounds of discrimination enumerated in the Canadian Human Rights Act: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability and conviction for an offence for which a pardon has been granted. The Commission attempts to resolve complaints through alternative dispute resolution. Cases that cannot be resolved are investigated and may be referred to the Canadian Human Rights Tribunal for further inquiry.

The Canadian Human Rights Act prohibits discrimination in policies and practices affecting wages for male and female employees who are performing work of equal value. As a result, the Commission investigates complaints alleging inequities in wage-related practices. The Commission also carries out employment equity audits of federal departments, agencies, and federally regulated employers. The Employment Equity Act mandates the Commission to perform these audits, take the necessary steps to ensure there is compliance and report to Parliament on the results every year.

The Commission also has a statutory responsibility to discourage and reduce discriminatory practices through public education, liaison, and any other means it considers appropriate. This responsibility is discharged by producing promotional and educational materials, developing and conducting information programs to foster public understanding of the principles of equal opportunity enshrined in the Canadian Human Rights Act and by working cooperatively with employers and service providers, both at the headquarters and regional levels in order to prevent discrimination.

The Commission functions as an independent agency and reports to Parliament.

Legislation

- Age Guidelines, SI/78-165
- Canadian Human Rights Act, R.S.C. 1985, c. H-6, as amended
- Canadian Human Rights Benefit Regulations, SOR/80-68, as amended
- Customs and Excise Human Rights Investigation Regulations, SOR/83-196
- Employment Equity Act, S.C. 1995, c.44
- Employment Equity Regulations, SOR/96-470
- Equal Wage Guidelines, 1986, SOR/86-1082
- Immigration Guidelines, SI/80-125
- Immigration Investigation Regulations, SOR/80-686
- Protection of Personal Information Regulations, SOR/78-145

Organization

The Chief Commissioner who has deputy minister status heads the Commission. The Secretary General supports the Chief Commissioner. The operational and administrative branches/divisions at headquarters are Dispute Resolution (which includes Alternative Dispute Resolution; Pre-Complaint Services Investigations and Litigation); Discrimination Prevention (which includes Employment Equity Compliance; Communications, Prevention Initiatives & Liaison and six regional offices); Corporate Management (which includes Secretariat & International Program; Human Resources; Finance & Administrative Services; Information Management & Information

Technology; Planning, Internal Audit & Evaluation; and Corporate Legal Services) Learning and Professional Development; The Knowledge Centre (which includes Policy and Regulatory Affairs; Research & Statistical Analysis; and Library Services, and Strategic Initiative Teams).

Corporate Management

This Branch provides advice and administrative services to the executive offices and includes responsibility for access to information and privacy and international program. It also provides support services in human resources, finance, assets and facilities management, telecommunications, security, information technology, and information management. It is also responsible for planning, internal audit and evaluation activities, and special corporate initiatives such as Modern Comptrollership and Performance Measurement. The Commission also provides corporate services to the Law Commission of Canada and to the Indian Specific Claims Commission.

Discrimination Prevention Branch

This Branch fosters a reduction in the incidence of discrimination in employment and services through prevention and awareness measures and is responsible for effective internal and external communications at the Commission. It also ensures compliance with the Employment Equity Act through the conduct of audits.

Dispute Resolution

Alternative Dispute Resolution Services

ADR Services provides mediation and conciliation services, and encourages complainants and respondents to consider ADR as an alternative to investigation and adjudication. ADR is available at every stage of the complaint process, including immediately after an individual first contacts the Commission. Trained mediators who have both facilitation skills and expertise in human rights provide the services. The Branch receives direction from Advisory Council of prominent jurists.

Investigations

Investigations are carried out in consultation with grounds based multi-disciplinary teams where legal and policy guidance is provided to investigators. Investigators will access relevant documentation, interview witnesses, and in some instances, obtain special experts to provide evidence on relevant issues. The investigator will prepare a report to summarize the findings, in order to make a recommendation to the Commission on the disposition of the complaint. This report is shared with both parties, and both have the opportunity to submit comments, which are also reviewed by the Commission members when they render a decision on the complaint.

Litigation

The Litigation Services Division is responsible for all of the Commission's litigation with respect to human rights. This can include representing the public interest in cases before the Canadian Human Rights Tribunal Panel, submitting appropriate information when à matter is subject to judicial review, and intervening in other court cases or adjudication procedures when a case involves an important human rights issue.

Since 2002, the Commission has adopted a litigation strategy, which focuses the greatest litigation resources on cases with the highest human rights impact.

Pre-complaint Services (PCS)

PCS has the primary responsibility for answering complaint related inquiries, assisting individuals in filing a complaint, and doing initial assessment, or « triage » of complaints that are filed. The inquiries unit of PCS responds to thousands of inquiries each year. Intake Officers handle the inquiry to determine whether the Commission can deal with the matter. If so, the complainants are provided with information and guidance to file their potential complaint.

Potential complaints are assessed by complaints analysts, who determine that the complaint meets the criteria for admissibility under the CHRA, and determine if there are any other recourse procedures that are more appropriate to deal with the complaint first. If not, then the complaint is accepted and the parties are notified that a complaint has been filed.

Generally, the first step in the complaint process is for a preliminary assessor, a senior and experienced human rights specialist, to conduct an initial evaluation of the case. This involves a frank and open discussion with the parties of crucial issues raised in the complaint, next steps in the process, and potential outcomes. The approach helps the parties to, at a very early stage, narrow the facts in dispute and establish realistic expectations. It could lead to a settlement of

the complaint, or it may help to expedite the next steps.

Three services are provided: preventive mediation, pre-investigation mediation, and conciliation.

Preventive Mediation is a new program introduced by the Commission at the end of 2005. It is offered before a complaint has been filed voluntary, confidential, quick and informal.

Pre-investigation Mediation has been provided since 1998. It is available at any point after a complaint has been filed, and is also voluntary. It is essentially interest-based mediation, but Commission mediators ensure that settlements are consistent with the public interest.

Conciliation has always been available under the CHRA. It is mandatory, and usually offered to parties after an investigation has been carried out. The Commissioners appoint conciliators after reviewing the investigation findings. In most cases, someone with human rights expertise first prepares an assessment of the complaint. This assessment is then given to the parties in advance of their discussions with the conciliator, and serves as the basis for negotiation.

The settlement arrived in mediation and conciliation is summarized on the Commission's web site in a way that preserves the anonymity of the parties.

Learning, Development and Programs Branch

This Branch establishes structures, recommends learning priorities, and provides leadership in the form of procedures and tools to cultivate continuous learning at the Commission. It also provides strategic directions to establish and tailor standard long term learning plans, which meet business needs and support CHRC values, as well as other support and advices on learning options so that individuals can take an ongoing and interactive approach to learning. Individual learning plans permit exposure to a diversity of experience (short-term assignments), mentoring or coaching, exchanges and part-time language training during the employee's career path, and professional counselling services.

In addition to promoting a continuous learning culture, the Branch is responsible for the following programs: Values and Ethics, Orientation, Performance Appraisal, Awards and Recognition Program and other special events.

The Knowledge Center

The Knowledge Centre is responsible for knowledge creation through research, statistical analysis and the development of policy. It is also responsible for all aspects of regulatory affairs including the development of regulations and guidelines.

The Center has strategic initiatives divisions: Policy and Regulatory Affairs, and Research and Statistical Analysis.

Policy and Regulatory Affairs Division

The division develops policy and regulations on human rights and employment equity; monitors trends related to human rights; provides legal and policy advice to Commission staff; and provides policy advice to stakeholders.

Research and Statistical Analysis Division

The division leads or commissions research projects on human rights; provides corporate performance data and support to the Commission's programs including the research program; and provides the services of a library.

Strategic Initiatives Team

The Team identifies emerging human rights issues and undertakes special projects aimed at resolving persistent problems of inequality and promoting systemic change.

Information Holdings

Program Records

Access and Privacy Coordination
Description: Coordination of Access to Information and Privacy.
Topics: Access to Information and Privacy
Access: Files arranged by names and numbers.
Format: Paper and electronic
Program Record Number: HRC AFP 065

Administrative Services
Description: Requests for proposal, contracts, standing offer agreements, MOU, reports, policies & procedures, and files. As a service provider to the Law Commission of Canada, records on telecommunication and as a service provider to the Indian Specific Claims Commission, records on telecommunications and security services.
Topics: Information on contracts, requests for proposals, standing offers and agreements and on

telecommunications, security services, assets and facilities health and safety.
Access: Files arranged by subject matter. Format: Paper and electronic, computer database.
Program Record Number: HRC AFP 045; LCC AFP 045; ICC AFP 045

Communications
Description: Information on contacts and activities with employers, unions and non-governmental organizations; education programs; community and outreach activities, and CHRC meetings.
Topics: Education programs; consulting activities; information programs.
Access: Files arranged by organization and project.
Format: Paper and electronic.
Program Record Number: HRC COP 001

Corporate Legal Services
Description: Information on the administration of legal matters and legal advice.
Topics: Legal opinions, civil proceedings by or against the Crown as represented by the Canadian Human Rights Commission. Federal Court judicial review applications regarding the Access to Information Act and the Privacy Act, agreements, court documents, licences and contracts.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: HRC LEG 005

Employment Equity Compliance Division
Description: Information on the conduct of audits of federally regulated employers in the private sector and Federal government departments to ensure that they comply with the EE Act.
Topics: Employment equity; statutory compliance under the Employment Equity Act; labour market availability of designated groups; employment systems and practices; compliance standards and assessment factors for audits; positive and special measures supporting employment equity; enforcement procedures; recommendations for legislative changes to the Employment Equity Act; progress reports on designated group representation.
Access: Files arranged by subject matter or title.
Format: Paper and electronic database.
Program Record Number: HRC EPE 060

Employment Systems
Description: Documentation, compliance audit reports, correspondence and information relating to employment policies and practices of federally-regulated and provincially-regulated employers; also CHRC policies on the application of the Canadian Human Rights Act to employment policies and practices (i.e., employment systems).
Topics: Policies and procedures relating to employment systems in federal departments, Crown corporations and agencies, chartered banks, communication organizations, land transportation organizations, air transportation organizations, navigation organizations, manufacturing industries, employee associations and provincially- regulated employers.
Access: Files arranged by organization.
Format: Paper and electronic computer database.
Program Record Number: HRC CCB 020

Financial Services
Description: Correspondence, memoranda, reports, policies, directives and procedures, maintenance of database/statistics on the financial management of all programs and activities within the Canadian Human Rights Commission and as a result of provision of services to the Indian Specific Claims Commission and the Law Commission of Canada.
Topics: Audits of invoices and payments, budget, contracts, hospitality, signing authorities and travel.
Access: Files arranged by topic.
Format: Paper and electronic, computer database.
Program Record Number: HRC AFP 050; LCC AFP 050; ICC AFP 050

General Liaison
Description: Liaison on administrative and operational subject matters with various governments, agencies and institutions.
Topics: Federal departments and agencies; international governmental organizations; provincial and territorial governments and agencies; provincial human rights commissions; universities, colleges, schools, and institutions.
Access: Files arranged by organization.
Format: Paper.
Program Record Number: HRC RPB 040

Human Resources Services
Description: Correspondence, memoranda, reports, statistics on general personnel management activities within the Commission. As a service provider to the Law Commission of Canada: support related to staffing, classification, staff relations, and pay and benefits and management and maintenance of database/ statistics on general personnel management activities and as a service provider to the Indian Specific Claims Commission: advisory services related to staffing and support related to classification, staff relations and pay and benefits

and maintenance of database/statistics on general personnel management activities.
Topics: Appointments, official languages, classification, employment and staffing, health/ medical services, insurance, resource planning, salaries/wages, performance appraisals, superannuation/pension plans, disciplinary measures, training/development, employment equity statistics and security authorization. As a service provider to the Law Commission of Canada, all of the above topics except training/ development and performance appraisals. As a service provider to the Indian Specific Claims Commission, classification, insurance, salaries/ wages, and superannuation /pension plans
Access: Files arranged by topics and by individual names.
Format: Paper and electronic, computer database.
Program Record Number: HRC AFP 055; LCC AFP 055; ICC AFP 055

Human Rights/Discrimination/Amendments
Description: Information on human rights and discrimination of a general nature; Canadian Human Rights Act amendments; committees; conferences.
Topics: Human rights; discrimination; Canadian Human Rights Act amendments, government and non-government organizations, accessibility standards, adaptation plans; committees - general, government and non-government organizations; conferences.
Access: Files arranged by subject or organization.
Format: Paper and electronic.
Program Record Number: HRC LOP CCB 015 001

Information Access and Privacy Coordination
Description: Information on support for, and Coordination of, information planning, development, Access to Information and Privacy, and information collection activities.
Topics: Information planning; national information systems development; Access to Information and Privacy; information collection; informatics coordination.
Format: Paper, electronic .
Program Record Number: HRC AFP 065

Information and Production
Description: Information on the administration of the Commission's public affairs and media relations.
Topics: CHRC publications; advertising, displays, lectures, conferences and other community activities; miscellaneous enquiries, press clippings, press releases and mailing lists.
Format: Paper and electronic, audio-visual, braille, large-print, oversized and other alternative formats.
Program Record Number: HRC COM RPB 030 001

Information Management/Information Technology
Description: IM: Administrative and management services generally; correspondence management; duplication services; electronic data processing; information services; mail, messenger and postal services; records management; transportation services. IT: Technological specifications for hardware equipment and software applications, contracts and service agreements, studies, reports and supporting correspondence and documentation.
Access: Files arranged by subject matter.
Format: Paper, electronic.
Program Record Number: HRC AFP 045

International Program
Description: Correspondence, speeches, documents on policy and project management.
Topics: Records on international relations of the Commission with international organizations, NGOs and other organizations working in the area of human rights.
Access: Files arranged by subject matter.
Format: Paper and electronic.
Program Record Number: HRC POL 001, RPB 010

Learning and Development
Description: Information on the tools, learning options, methods and activities.
Topics: Official Language/Training Opportunities; Learning Framework and Plan; Performance Discussion Process; and Individual Learning.
Access: Files arranged by subject.
Format: Paper and electronic.
Program Record Number: HRC LD 001

Legal Matters
Description: Information on the administration of legal matters, regulations and guidelines established for operational purposes; legal research on various subjects.
Topics: Regulations and guidelines as identified under the Acts, laws, and regulations above, legal research on issues such as jurisdiction, judicial review, remedies, evidence, primacy; legal opinions by grounds of discrimination.
Access: Files arranged by subject.

Format: Paper and electronic, computer database, audio-visual, photos.
Program Record Number: HRC LEG 005

Planning, Internal Audit and Evaluation
Description: Correspondence, memoranda, reports, folios, procedures, frameworks, Reports on Plans and Priorities, Departmental Performance Reports, strategies.
Topics: Audits, evaluation, planning risk management, performance management, modern management.
Access: Files arranged by topic.
Format: Paper and electronic, computer database.
Program Record Number: HRC AFP 045

Prevention Initiatives and Liaison Division
Descriptions: Information on contacts and activities with employers, unions and non-governmental organizations; training; and community relations and leadership activities.
Topics: Memoranda and letters of Understanding; Review and Analysis of prevention data; stakeholders' reports and statistics; organizational profiles and policies; action plans; project plans; prevention initiatives; external and internal meetings/presentations; correspondence; Committees' information and minutes; conference material; training and development generally, train-the-trainer program; course content and manuals; course evaluations and attendance; schedules and directives; co-operation and liaison generally with stakeholders; program forecasts; stakeholders' visits and tours; preventive inquiries and consultations.
Access: Files arranges by organization, subject matter and/or project.
Format: Paper and electronic.
Program Record Number: HRC PILD 001

Special Programs and Arrangements
Description: Documentation, correspondence and information on special programs, plans or arrangements undertaken by federally-regulated employers or service providers; also, CHRC policies on the application of the Canadian Human Rights Act to special programs and arrangements.
Topics: Policies and procedures in CHRC, provincial human rights commissions, foreign governments and agencies, contract compliance, consultants; special programs related to employment including studies and research, federal departments, crown corporations and agencies, chartered banks, communications organizations, land transportation organizations, air transportation organizations, navigation organizations, manufacturing industries, employee associations; special programs related to services in federal departments, crown corporations and agencies, chartered banks.
Access: Files arranged by organization.
Format: Paper and electronic, computer database.
Program Record Number: HRC CCB 025

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Hospitality

Proactive Disclosure

Travel

Particular Personal Information Banks

Access and Privacy Requests Data
Description: This bank contains formal and informal requests sent by individuals seeking access to CHRC operational administrative information and/or personal information about themselves held by the Canadian Human Rights Commission, replies to such requests, and information related to request processing.
Class of Individuals: General public: applicants.
Purpose: This material is used for processing access and privacy requests only and for reporting on the number of such requests received annually.
Consistent Uses: Nil. There are no consistent uses of these files.
Retention and Disposal Standards: The information in this bank is retained for two years after the last administrative action and then destroyed in accordance with the Privacy Act.
RDA Number: 98/001
Related PR#: HRC AFP 065
TBS Registration: 001506
Bank Number: HRC PPU 015

Commission Members
Description: The Commission has a biography on each person appointed as Commission member. These records contain or may contain personal information on members such as employer, address, national of ethnic origin, fee and travel expense claims, etc. The Commission is made up of one full-time member and up to six part-time members.
Class of Individuals: Individuals appointed to the Commission by order of the Governor-in-Council.
Purpose: This information is retained to help the

Chief Commissioner in her role as Commission spokesperson and as publicly available information regarding the Commissioners' background and experience relating to human rights matters.
Consistent Uses: There are no consistent uses of these files.
Retention and Disposal Standards: The information in this bank is retained for six years and then destroyed or transferred to the National Archives of Canada for archival purposes.
RDA Number: 98/001
Related PR#: HRC AFP O5O, HRC AFP 055
TBS Registration: 003414
Bank Number: HRC PPU 020

Complaints Received Under the Canadian Human Rights Act, Part III
Description: The files consist of complaints filed by individuals or groups dealing with allegations of discrimination on the grounds of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability, or conviction for an offence for which a pardon has been granted; complaints of discrimination concerning pensions and insurance; hate messages including those transmitted via the Internet; equal pay, and with complaints received because of threats or intimidation subsequent to having filed a complaint of discrimination. They contain statements from individuals and/or groups, correspondence with and reports about complainants, respondents, and witnesses dealing with a complaint and other facts relevant to its investigation and/or resolution.
Class of Individuals: General public: complainants, respondents, and witnesses.
Purpose: The purpose of this bank is to record, enquire into and resolve complaints of discrimination in connection with the application of Part III of the Canadian Human Rights Act, and where necessary to provide evidence for the hearing of a complaint by the Canadian Human Rights Tribunal, the Federal Court of Canada and/or the Supreme Court of Canada.
Consistent Uses: The information is used by the Commission to fulfill its mandate under the Canadian Human Rights Act, as well as for research, planning, evaluation and statistical purposes, education, and prevention.
Retention and Disposal Standards: The information in this bank has a ten (10) year retention period and may then be transferred to the National Archives of Canada for archival purposes.
RDA Number: 2003/004 & 90/006
Related PR#: HRC CCB 015 and HRC PPU 010
TBS Registration: 001504
Bank Number: HRC PPU 005

Litigation Files
Description: Information on legal proceedings of specific complaints of discrimination before the Canadian Human Rights Tribunal or a court of law, and legal opinions regarding specific complaints.
Class of Individuals: General public: complainants, respondents, and witnesses.
Purpose: The information in this bank enables the Branch to carry out its mandate as legal advisor to the Commission and in proceedings before Tribunals and the courts.
Consistent Uses: There are no other consistent uses of these files.
Retention and Disposal Standards: Information in this bank is retained for 10 years and is then eligible for destruction or transferred to the National Archives of Canada for archival purposes.
RDA Number: 2003/004 and 90/006
Related PR#: HRC LEG 005
TBS Registration: 001505
Bank Number: HRC PPU 010

Professional and Personal Service Contracts
Description: Basic data such as work experience. This bank contains basic data such as educational qualifications, employment history, start-up and appointment and termination dates, amount of fees paid and other allowable expenses and payments.
Class of Individuals: General public: contractors.
Purpose: The purpose of this bank is to maintain a record concerning professional and personal service contracts by individuals who contract with the Commission. The information is used in selecting qualified individuals to provide contractual services. To ensure qualifications of actual or potential contractors reflect the competencies necessary to deliver results, and that billing information is up to date.
Consistent Uses: Used to create an internal source list upon which we can draw information for internal reporting purposes and when looking for a qualified contractor.
Retention and Disposal Standards: The information in this bank is retained for six fiscal years and then destroyed or transferred to the National Archives of Canada for archival purposes.
RDA Number: 99/004
Related PR#: HRC AFP 055 and HRC AFP 045
TBS Registration: 001507
Bank Number: HRC PPU 025

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Hospitality

Personnel Security Screening

Travel

Classes of Personal Information

Discrimination Prevention Branch

In the course of conducting the activities of the branch, categories of personal information may be accumulated which are not contained in the specific personal information banks described in this entry. Such personal information may include an individual's race, national or ethnic origin, colour, religion, age, sexual orientation or marital status, views or opinions of another individual about the individual, etc., which are stored as part of the general subject files, where records are not normally retrieved by name of individual or other personal identifiers. This form of personal information is normally retrievable only if specifics are provided concerning research related to the duties and responsibilities of the Commission, including policy analysis and development, surveys to monitor current public opinion, socio-economic studies of human rights problems, preparation and analysis of statistics, bibliographies, and other data.

The retention of this personal information class is governed by a records schedule negotiated with the National Archives of Canada.

Enquiries received under the Canadian Human Rights Act, Part III

Personal information may be accumulated during the course of addressing inquiries directed to the Commission and which may not become potential complaints. This information is normally retrieved by name of individuals.

The files are retained for two years from last administrative action, in accordance with the Privacy Act, and then destroyed.

Human Rights Promotion

In the course of conducting Human Rights Promotion programs and activities, categories of personal information may be accumulated which are not contained in the specific personal information banks described in this entry. Such personal information may include an individual's race, national or ethnic origin, colour, religion, age or marital status, views or opinions of another individual about the individual, etc., which are stored as part of the general subject files, where records are not normally retrieved by name of individual or other personal identifiers.

This form of personal information is normally retrievable only if specifics are provided concerning research related to the communication duties and responsibilities of the Commission.

The retention of this personal information class is governed by a records schedule negotiated with the National Archives of Canada.

Operations Files

In the course of conducting the programs and activities of the Operations Sector including stakeholders relations, categories of personal information may be accumulated which are not contained in the specific personal information banks described in this entry. Such personal information may include an individual's race, national or ethnic origin, colour, religion, age or marital status, address and telephone number, place of work, as well as views or opinions regarding another individual, etc., which are stored as part of the general subject files, where records are not normally retrieved by name of individual or other personal identifier.

This form of personal information is normally retrievable only if specifics are provided concerning: personnel/employment policies and practices or special programs; plans or arrangements undertaken by federally regulated employers or service providers; Commission policies relating to the application of the Canadian Human Rights Act; research, communication activities and responsibilities of the Commission.

The retention of this personal information class is governed by a records schedule negotiated with the National Archives of Canada.

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Canadian Human Rights Commission and its different publications may be obtained by contacting:

Canadian Human Rights Commission
Communications Branch
Discrimination Prevention Branch
Canada Building
344 Slater Street
Ottawa, Ontario K1A 1E1

Telephone: 613-943-9106
Internet: www.chrc-ccdp.ca

Reading Room

In accordance with the Access to Information Act, an area on the premises of the institution and in each of its regional offices has been designated as a public reading room. The addresses are as follows:

Canadian Human Rights Commission
Headquarters
Canada Building
344 Slater Street, 8th Floor
Ottawa, Ontario K1A 1E1

Telephone: 613-995-1151
Facsimile: 613-996-9661
Toll-free for Ottawa: 1 888 214-1090
Toll-free for Regional Offices: 1-800-999-6899
TTY: 1-888-643-3304
E-mail: info.com@chrc-ccdp.ca

Canadian Human Rights Tribunal

Chapter 38

General Information

Background

The Canadian Human Rights Tribunal (Tribunal) was established in its original form in 1977 by the Canadian Human Rights Act (CHRA). Formerly known as the "Human Rights Tribunal Panel", the Tribunal was funded and administratively supported through the Canadian Human Rights Commission (Commission) until 1997 when it officially became a fully independent agency scheduled under the Financial Administration Act. A year earlier, the Tribunal's mandate had been expanded to include the adjudication of proceedings under the Employment Equity Act (EEA). Therefore, members of the Tribunal also act as the Employment Equity Review Tribunal (EERT). The Tribunal has existed in its current form, as a permanent standing body, since 1998.

Responsibilities

The Tribunal is a quasi-judicial tribunal that publicly hears complaints of discrimination referred to it by the Commission in order to determine, for the most part, whether the activities of federally-regulated employers and service providers violate the CHRA. The purpose of the CHRA is to protect individuals from discrimination and to promote equality of opportunity. It prohibits discrimination on the basis of race, national or ethnic origin, colour, religion, age, sex, marital status, family status, sexual orientation, disability, and conviction for which a pardon has been granted. The Tribunal's main objective is to ensure that the CHRA is applied fairly and impartially.

In particular, the Tribunal may hear complaints of discrimination in the provision of goods, services, facilities or accommodation customarily available to the general public; in the provision of commercial premises or residential accommodation; or in matters related to employment. Complaints are based on one or more of the eleven grounds of discrimination enumerated above. The Tribunal also hears complaints alleging wage disparity between men and women performing work of equal value in the same establishment. Finally, it has jurisdiction to hear complaints of telephonic communication likely to expose persons to hatred or contempt by reason of their identification on discriminatory grounds. The parties to a Tribunal proceeding include the complainant and the person alleged to have engaged in the discriminatory practice ("respondent"). The Commission may also participate in the proceeding as a representative of the public interest. The Tribunal decides if discrimination has occurred based on evidence and the law. If it finds that the complaint is substantiated, the Tribunal issues an order to the respondent, setting out the remedies.

Apart from its adjudications under the CHRA, the Tribunal's mandate also includes hearing matters under the EEA. The EEA governs most federally regulated employers and obliges them to eliminate systemic barriers to a fully representative workforce. Two general types of proceedings can give rise to the constitution of an EERT: (1) Proceedings initiated by an employer, or by the Commission, wherein the Tribunal examines the validity of a "direction to comply with the EEA" previously issued by the Commission to the employer; (2) Proceedings initiated by a private sector employer, or by the Minister of Labour, wherein the Tribunal examines the appropriateness of monetary penalties previously assessed by the Minister against the employer in respect of certain kinds of non-compliance with the EEA. The Tribunal convenes a hearing, hears evidence and argument and makes an order either granting or denying the relief sought.

Legislation

- Canadian Human Rights Act (R.S.,1985, c. H-6)
- Employment Equity Act (S.C. 1995, c.44)

Organization

Tribunal Members

The CHRA provides for a full-time Chairperson and Vice-chairperson, as well as up to thirteen additional full- or part-time members, all appointed by the Governor in Council. The Chairperson and Vice-chairperson may be appointed for terms of up to seven years while the other members may be appointed for terms of up to five years. At present, the Tribunal is comprised of a Vice-chairperson

acting as Chairperson, as well as one other full-time member and six part-time members.

When a case is referred to the Tribunal under the CHRA or the EEA, the Chairperson designates either one or three members to hear the case. In carrying out their adjudicative functions members set dates for disclosure, hear and decide preliminary objections, preside over hearings where testimony and other evidence is presented, deal with motions, listen to argument and make decisions on the merits of the case (including remedy where appropriate). The Chairperson and Vice-chairperson also develop policies and establish rules of procedure for the Tribunal's adjudication processes.

Tribunal Staff

Registry

The Registry's activities are entirely separate from the adjudication process. The Registrar of the Tribunal and his staff plan and arrange hearings, serve as a liaison between the parties and members, and direct the Tribunal's administrative operations. The Registrar is the Senior Public servant and Chief Operations Officer of the Tribunal, whose duties include providing administrative support and procedural guidance to the members, as well as budgeting and allocating resources for the Tribunal. The Registry's staff is divided into the following sections: Corporate Services, Financial Services, Information Technology Services and Registry Operations.

Corporate Services

Corporate Services is responsible for the delivery of all corporate and administrative services to the Tribunal, including procurement, records management, office accommodation, telecommunications, contracting of professional services, and reception services.

Financial Services

Financial Services is responsible for the delivery of all financial services to the Tribunal, including processing and recording all account transactions, monitoring the budget and providing reports to Parliament and central agencies.

Information Technology Services

Information Technology Services provides all information technology support to Tribunal members and staff, including network systems maintenance, purchases, installation, and testing of hardware and software.

Registry Operations

Registry Operations' Manager is responsible for the planning and organization of all cases that are referred to the Tribunal for hearing, the development of operational policies and procedures relating to the administration of the hearing process, and the supervision of Registry Officers. The Registry Officers provide logistical support services to the Tribunal including advice and guidance as to media coverage, scheduling of witnesses, hearing dates, and procedural matters. They manage all administrative aspects of the cases, liaising between the parties and the Tribunal members.

Legal Services

Legal Services provides the Tribunal with legal information, advice and representation.

Information Holdings

Program Records

Registry Files

Description: Case files containing the information concerning all complaints under the CHRA referred by the Commission; case files containing all information relative to applications from the Commission under the EEA and requests from employers under the EEA; administrative files pertaining to administrative matters in each case; judicial review files for those cases which have been the subject of such review by the Federal Court.
Topics: All documents necessary for Tribunal proceedings on each case, such as complaints, applications, requests, pleadings, notices, questionnaires, responses, transcripts and exhibits; all information relating to administrative matters of each case, such as bookings and travel arrangements; federal judicial review documents such as Notices of Application; final Tribunal decisions and Tribunal rulings.
Access: Files arranged by case file.
Format: Paper, some documents may be available in electronic format.
Program Record Number: HRT REG 001

Reports and Statistics
Description: Reports and various listings relating to the Tribunal, and other records.
Topics: Listing and record of Tribunal proceedings, list of decisions rendered; docket of cases; overview and statistical summary of Tribunal proceedings; record of postponements/ adjournments; mediation report; case assignments; EEA record and listing of Tribunal proceedings; Tribunal's annual reports.
Access: Files arranged by subject.
Format: Paper, some documents may be available in electronic format.
Program Record Number: HRT REP 155

Special Projects
Description: Documentation and information on special projects and meetings.
Topics: Consulting and Audit Canada Organizational Review; second language training; meetings with officials of foreign governments; Members' workshops/training programs; Tribunal Newsletter; implementation of amendments (CHRA) contract; Dispute Resolution Fund; Web page design; Human Rights Tribunal chairs' meetings; Principles of Conduct for Members of Federal Administrative Tribunals; EPAC (E-Filing Project Advisory Committee); Canadian Human Rights Tribunal Layperson's Guide; documents related to the Tribunal's independence and separation from the Commission; Service Improvement Initiative; policies and initiatives concerning unrepresented litigants.
Access: Files arranged by subject.
Format: Paper
Program Record Number: HRT SPE 200

Tribunal Members
Description: Information relating to individuals appointed to the Tribunal/ Tribunal Panel.
Topics: Governor in Council appointments; expiration dates of tribunal members' terms; resignations; form letters and mailings to members; biographical data, curriculum vitae and questionnaires; complaints, enquiries and press clippings; directory of Tribunal Panel; code of conduct and conflict of interest; members' training; members' meetings; members' position profiles; members' Per Diem and Annual Retainer Survey.
Access: Files arranged by subject.
Format: Paper.
Program Record Number: HRT PAN 110

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests
Acts and Legislation
Administration
Administration and Management Services
Audits
Budgets
Buildings
Buildings and Properties
Business Continuity Plans (BCP)
Classification of Positions
Co-operation and Liaison
Employment and Staffing
Equipment and Supplies
Finance
Furniture and Furnishings
Hospitality
Human Resources
Information Technology Services
Occupational Health, Safety and Welfare
Office Appliances
Official Languages
Pensions and Insurance
Personnel
Physical Security
Proactive Disclosure
Procurement
Relocation
Salaries and Wages
Staff Relations
Training and Development
Travel
Utilities

Particular Personal Information Banks

Case Files
Description: Personal information pertaining to referrals for inquiries from the Commission under the CHRA; Commission applications under the EEA, or employers' requests under the EEA, including questionnaires, particulars, documents; correspondence, transcripts, and exhibits relating to a case and its parties; personal information relating to administrative aspects of all cases.
Class of Individuals: General public, parties, witnesses.
Purpose: To retain a record of all proceedings before the Tribunal.
Consistent Uses: Where a Tribunal decision or ruling is challenged before the Federal Court, relevant material from the corresponding case file is disclosed to the Court and to the parties involved.
Retention and Disposal Standards: Information in this bank is retained for ten years and is then transferred to the National Archives of Canada for archival purposes.
RDA Number: 94/032
Related PR#: HRT REG 001
TBS Registration: 005321
Bank Number: HRT PPU 001

Professional and Personal Service Contracts
Description: This bank contains information relating to the procurement and implementation of contracts and any correspondence with holders of contracts.
Class of Individuals: General public, individuals engaged under contract.
Purpose: The purpose of this bank is to maintain a record concerning professional and personal service contracts and to record payments made to individuals engaged under contract with the Tribunal.
Consistent Uses: To support decisions relating to the selection of qualified individuals to provide personal and professional services.
Retention and Disposal Standards: The information in this bank is retained for five years and is then transferred to the National Archives of Canada.
RDA Number: 94/032
Related PR#: HRT PRN 112
TBS Registration: 005322
Bank Number: HRT PPU 120

Tribunal Members
Description: This bank contains biographies and other information such as employment histories, addresses, phone numbers, fees and travel expense claims etc.
Class of Individuals: Individuals appointed to the Tribunal/ Tribunal Panel by order of the Governor in Council.
Purpose: To retain a personnel record of members of the Tribunal/Tribunal Panel and their experience related to human rights issues.
Consistent Uses: This information would be used to deal with outstanding claims by members for fees, expenses, etc. and to contact inactive members to deal with outstanding issues arising out of cases. Biographical information of current members is made available on the Canadian Human Rights Tribunal website.
Retention and Disposal Standards: The information in this bank is retained for five years after the expiry of each member's term, then transferred to the National Archives of Canada for archival purposes.
RDA Number: 94/032
Related PR#: HRT PRN 110
TBS Registration: 005323
Bank Number: HRT PPU 110

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Business Continuity Planning (BCP)

Electronic Network Monitoring Logs

Executive Correspondence Management Systems

Hospitality

Personnel Security Screening

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Classes of Personal Information

In the course of conducting the general programs and activities of the Tribunal, categories of personal information may be accumulated which are not contained in the specific personal information banks described above. Such personal information may consist of compliments,

complaints (other than complaints made under the CHRA and referred to the Tribunal by the Commission), suggestions, opinions, proposals, enquiries, mailing lists and other correspondence which may include names, addresses, telephone numbers, etc. This type of information is not normally retrievable by the name of an individual or other personal identifier. It can be located only if specific and sufficient details are provided concerning the event or activity of interest. The retention period of this information is controlled by the records disposal schedules of the general subject files in which it is stored.

Manuals

- Administrative Assistance Manual
- Registry Officer Manual
- Tribunal Members Manual

Additional Information

Further information about the Canadian Human Rights Tribunal and its different publications may be obtained by contacting:

Access to Information and Privacy Coordinator

Canadian Human Rights Tribunal
160 Elgin Street, 11th Floor, Suite A-100
Ottawa, Ontario K1A 1J4

Telephone: 613-995-1707
E-mail: registrar@chrt-tcdp.gc.ca
Internet: www.chrt-tcdp.gc.ca

Reading Room

In accordance with the Access to Information Act, an area on the premises of the Canadian Human Rights Tribunal office is made available as a public reading room. The address is the same as above.

Canadian Institutes of Health Research

Chapter 39

General Information

Background

CIHR (Canadian Institutes of Health Research) is the major federal agency responsible for funding health research in Canada. The CIHR concept is an innovative one – a multi-disciplinary approach organized through a framework of thirteen "virtual" institutes, each dedicated to a specific research area, linking and supporting researchers pursuing common goals. Institutes bring together researchers who approach health challenges from different disciplinary perspectives, drawing on the combined strengths of these approaches. The four pillars of CIHR include biomedical, clinical science, health systems and services, and the social, cultural and other factors that affect the health of populations. CIHR Institutes are not centralized "bricks and mortar" facilities, they are "virtual" organizations that fund researchers located in universities, hospitals and other research centres across Canada. CIHR Institutes are a source of scientific leadership establishing priorities that facilitate research efforts in Canada.

Responsibilities

According to the Canadian Institutes of Health Research Act, the objective of the CIHR is to excel, according to internationally accepted standards of scientific excellence, in the creation of new knowledge and its translation into improved health for Canadians, more effective health services and products and a strengthened Canadian health care system.

The institutes promote and build upon Canada's firm foundation of research excellence. They engage the research community and encourage interdisciplinary, integrative health research. Through their Scientific Directors and Institute Advisory Boards and under the guidance of the Governing Council, they work together to forge a health research agenda across disciplines, sectors, and regions that embraces scientific opportunity and reflects the emerging health needs of Canadians, the evolution of the health care system and the information needs of health policy decision-makers. They facilitate partnerships and accelerate the transfer of new knowledge into benefits for Canadians.

Legislation

- Canadian Institutes of Health Research Act, Chapter 6, Statutes of Canada 2000

Organization

CIHR is run by a President and a Governing Council of up to 20 members. The Governing Council sets the overall strategic direction, goals and policies. It establishes, maintains, and terminates Health Research Institutes and determines the mandate of each. As outlined in the legislation, the Governing Council is responsible for the management of the CIHR, including: developing its strategic directions, goals and policies; evaluating its overall performance, including with respect to achievement of its objective; approving its budget; establishing a peer review process for research proposals made to the CIHR; approving funding for research; approving other expenditures to carry out its objective; establishing policies respecting consulting and collaborating with persons and organizations that have an interest in health research; and dealing with any other matter that the Governing Council considers related to the affairs of the CIHR.

Thirteen research Institutes have been created in the areas of Aboriginal Peoples' Health; Aging; Cancer Research; Circulatory and Respiratory Health; Genetics; Gender and Health; Health Services and Policy Research; Human Development and Child and Youth Health; Infection and Immunity; Musculoskeletal Health and Arthritis; Nutrition, Metabolism and Diabetes; Neurosciences, Mental Health and Addiction; Population and Public Health.

Led by Scientific Directors and guided by the wisdom of Institute Advisory Boards composed of various health stakeholders, Institutes encourage researchers, voluntary health organizations, government and other partners to work together to shape the Canadian research agenda and translate research findings into practice within Canada's health system.

All applications for Grants and Awards are subject to a rigorous peer review process by volunteer committees of experts in their fields. Successful applications are approved by Council. Day-to-day CIHR activities are conducted by a Secretariat of approximately 350 employees located in Ottawa.

Secretariat

The Secretariat, which has the general responsibility for the administration of the Mandate, is divided into an Ethics branch and four portfolios under the direction of an Executive Vice-President and three Vice-Presidents:

Ethics

Responsible for ethics in research.

Corporate Affairs Portfolio

Communications and Marketing

Responsible for promoting the nature, scope and significance of health research in Canada.

Corporate Planning and Policy

Evaluation and Analysis

External Relations

Responsible for identifying and initiating strategic opportunities for partnerships between CIHR and relevant international universities, organizations and researchers.

Governance

Responsible for the coordination of activities and meetings of the Governing Council and various Executive Committees involved in the corporate government of CIHR.

Internal Audit

Service and Operations Portfolio

Finance and Administration

Human Resources

Information and Technology Management Services

Responsible for records management, access to information and privacy, and information technology services including web services.

Institute Affairs

Knowledge Translation Portfolio

Knowledge Translation

Responsible for strengthening among health researchers and users of health knowledge, enhancing capacity for knowledge uptake, and accelerating the flow of knowledge into beneficial health applications.

Research Portfolio

Responsible for the grants and awards programs administered by CIHR and the peer review process.

Knowledge Creation Programs

Responsible for the research grant competitions and the peer review of grant applications.

Research Capacity Development

Responsible for programs that support trainees and independent investigators and assists researchers applying to CIHR through an information service and by coordinating grants craft sessions; also assists CIHR review committee members through the management of orientation programs.

Research Planning and Resourcing

Responsible for supporting the senior scientific leadership of CIHR in developing and implementing a coherent set of research funding programs that support CIHR's strategic objectives.

Research Translation Programs

Responsible for funding program designed to translate research findings into applications such as improved health products and health care practices and services.

Information Holdings

Program Records

Ethics

Description: Responsible for developing and enforcing policy and guidelines in regard to research ethics, as well as encouraging interdisciplinary, innovative and integrative research on ethical issues pertaining to health.
Topics: Organization of conference; publication of policies.

Access: Information arranged by subject, by committee or by name.
Format: Computerized database and paper files.
Program Record Number: CIHR CIHR 275

Corporate Affairs Portfolio

Canada on the Move: Step One
Description: Information about a 'natural experiment' conducted by the Institute of Nutrition, Metabolism and Diabetes (INMD). The purpose is to collect voluntary feedback from members of the public using pedometers. The information gathered will be used to further INMD's strategic priority in obesity and healthy body weight research.
Note: This project is now completed (2006).
Topics: Aggregate data; administration of the project; general correspondence.
Access: Information arranged by e-mail address if supplied by participant (optional).
Format: Computerized database
Program Record Number: CIHR CIHR 420

Governance
Description: Information related to the organizational structure, memberships, agenda, minutes and activities of CIHR and its committees; as well as records related to corporate policy and the strategic plan; program evaluation.
Topics: Terms of reference, agenda and minutes; membership; committees; strategic plan.
Access: Information arranged by subject or committee.
Format: Paper case files.
Program Record Number: CIHR CIHR 290

Communications and Marketing
Description: Information related to the administration and management of CIHR's internal and external communication function including publishing, public and media relation as well as translation.
Topics: Communications; exhibitions; public relations; publications; translation.
Access: Files arranged by subject.
Format: Paper subject files.
Program Record Number: CIHR CIHR 295

Service and Operations Portfolio

Service and Operations
Description: Information relating to the following functional areas: Human Resources; Finance and Administration; Information Systems and Technology; Records Management; Access to Information; Privacy; and Security.
Topics: Labour relations and Compensation, Human Resources information management; Financial management; operational plans; Financial analysis and planning; assets management and administrative services; Information management; inventory of electronic data; information systems design, implementation and maintenance; CIHR's program evaluation; essential records program; Access to Information and Privacy Acts; Security.
Access: Information arranged by subject and name.
Format: Computerized database and paper files.
Program Record Number: CIHR CIHR 280

Research Portfolio

Knowledge Creation Programs
Description: Information related to a series of CIHR's programs designed to support research projects and salaries of scientists.
Topics: Grants and awards.
Access: Files arranged by name of principal applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 285

Career Investigators
Description: Originally called the Associateship Program, the Career Investigators program was established in 1956 as a means of providing funds for salaries of a limited number of individuals of outstanding ability and training who made research a full-time career. All awards were discontinued in the year 2000.
Topics: Individual career investigator applications; committee decisions; administration of the award; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 055

CIHR Genomics Research Program
Description: This funding program has been discontinued. This program has as its objective the analysis of the human and other selected genomes and proteomes, including the development of related technologies and bioinformatics, and the study of corresponding medical, ethical, legal and social issues.
Topics: Individual applications; committee decisions; administration of the grant; general correspondence.

Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 305

CIHR Research Resource Grant Program
Description: This program is a consolidation of the following programs, which have been discontinued: Multi-User Equipment and Facilities Grants (Acquisition and Maintenance) Grants, Equipment and Maintenance Grants. Through this program, it is the intent of CIHR to support research-enabling environments by providing funding for core resources for research conducted by an individual, a team or consortia of productive researcher(s). The specific objectives of the program are to ensure that research resources are deployed in a cost effective manner; to increase researcher(s) productivity; to increase the effectiveness of federal research funding and to enhance collaboration among researchers.
Topics: Individual applications; reviews by external referees; committee assessment; notification and administration of grant; general correspondence
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 040

CIHR Team Grant Program (this replaces Group Grants and Interdisciplinary Health Research Teams (IHRTs))
Description: The objective of the program is to strengthen Canadian health research by supporting teams of talented and experienced researchers conducting high-quality research and providing superior research training and mentorship. The program emphasis is on the production of new knowledge, and the translation of research findings into improvements in the health of Canadians and the Canadian health care system.
Topics: Applications; reviews by external reviewers; committee assessment; notification and administration of grant; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 035

Clinician-Scientist Awards
Description: Clinician-Scientist Awards are offered to highly qualified and motivated clinicians who have been identified by a Canadian medical or dental school as having strong potential to become clinician-scientists.
Topics: Applications; committee assessment; notification and administration of the award; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 165

Collaborative Agreements
Description: Information related to CIHR's Partnership Research Program which aims to increase the number of grants, awards for training and other forms of salary support.
Topics: Various agreements between CIHR and pharmaceutical companies, non-profit organizations and Government.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 240

Doctoral Research Awards
Description: Doctoral Research Awards are intended to provide special recognition and support to students who are pursuing a doctoral degree in the health sciences in Canada or abroad.
Topics: Individual applications; committee decisions; administration of the award; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 300

Fields of Research
Description: Information on speciality areas of health research for which CIHR has some responsibility.
Topics: Research in the fields of dentistry; schools of pharmacy; psychology; occupational health and safety; gerontology; surgery and veterinary medicine; space research; mental research; general correspondence.
Access: File arranged by subject.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 115

Fund for Research in the Fields of Dyskinesia and Torticollis
Description: This program has been suspended until further notice. The Fund is used for the support of basic and/or clinical research, in the broad field of movement disorders known as dyskinesia and more particularly for research in the movement disorder known as torticollis.
Topics: Individual applications; committee decisions; administration of the grant; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 111

Health Professional Student Research Awards (formerly known as the Burroughs Wellcome Fund Student Research Awards)
Description: A number of awards will be provided each year to each Canadian school of medicine, dentistry, veterinary medicine, pharmacy, optometry, ophthalmology, nursing, midwifery, audiology/speech language pathology, dietetics, occupational therapy, chiropractic medicine, physiotherapy, athletic therapy, respiratory therapy, social work and clinical psychology programs to enable health professional students to gain exposure to research at any time throughout the year.
Topics: Deans' reports; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 085

Health Research Programs of Excellence
Description: These programs are trans-disciplinary research programs representing at least two of the four themes of health research, with an emphasis on research translation between the themes, and focused on an important health problem.
Topics: Individual applications; committee decisions, administration of the grant; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 425

Institutional Establishment and Development Grant
Description: To increase the capacity of all Canadian research institutions to undertake excellent health research. Accordingly, it announces a one-time opportunity for Institutional Grants, with two specific objectives: Establishment Grants: To facilitate the recruitment to Canadian institutions of excellent international health researchers, or Canadian citizens who have established their reputation for excellence in health research through careers developed outside Canada. Development Grants: To permit underdeveloped institutions to undertake activities increasing their competitiveness in applications for CIHR funding.
Topics: Individual applications; committee decisions; administration of the grant; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 345

Intellectual Property Management Program (IPM)
Description: This program has been discontinued. The program accelerates the transfer of knowledge and technology residing in Canadian universities and hospitals for the benefit of Canada. IPM grants are intended to strengthen the ability of these institutions to manage their intellectual property, to attract potential users and to promote the professional development of intellectual property personnel. The ultimate goal is to contribute to the strengthening of Canada's competitiveness in a knowledge-based global economy. A joint participation with the Natural Sciences and Engineering Research Council (NSERC) and the Social Sciences and Humanities Research Council (SSHRC)
Topics: Individual applications to NSERC; committee decisions; administration of the grant; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 405

Interdisciplinary Capacity Enhancement (ICE) Team Grant Program
Description: This program is to provide support for new or existing groups who can demonstrate

that they are committed to engendering a trans-disciplinary research culture and to attracting into, engaging and mentoring junior researchers (faculty and post-doctoral fellows not otherwise funded) or established researchers who have not worked extensively in health research in the past.
Topics: Individuals' applications; committee decisions, administration of the grant; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 435

International Scientific Exchanges
Description: CIHR participates in a number of exchange programs each with a separate agreement, which are intended to foster collaboration between scientists in Canada and those in Argentina, Brazil, the People's Republic of China, France and Italy.
Topics: Applications; reviews by external referees; committee assessment; notification and administration of grants; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 185

Investigators
Description: This program has been discontinued. The program provides salary support for independent investigators who have made outstanding contributions and have demonstrated leadership in their field. It is intended for health researchers who, early in their career, have developed a reputation for excellence in research.
Topics: Individual applications; committee decisions; administration of the award; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 060

MD/PHD Studentships
Description: Studentships are offered to students who are registered in a combined MD/PHD program at Canadian institutions that offer such a program.
Topics: Individual applications; committee decisions; administration of the award; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper c ase files.
Program Record Number: CIHR CIHR 080

Michael Smith Prize in Health Research
Description: To honour Dr. Michael Smith, a Nobel Prize laureate, CIHR has established the Michael Smith Prize in Health Research.
Topics: Individual applications; committee decisions; administration of the award; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 245

New Investigators Awards
Description: This program is intended to provide the opportunity for new investigators to develop and demonstrate their independence in initiating and conducting health research.
Topics: Individual applications; committee decisions; administration of the award; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 065

Operating Grants
Description: Information about operating grants to provide support for new or continuing research activities by individuals or small groups of investigators working in collaboration.
Topics: Applications; reviews by external referees; committee assessment; notification and administration of grants; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 010

Opportunity Program
Description: The Opportunity Program supported workshops, consensus conferences, strategic planning exercises and similar activities. The program was offered only in FY 1999/2000.
Topics: Individual applications; committee decisions; administration of the grant; general correspondence.

Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 315

Postdoctoral Fellowships
Description: Postdoctoral Fellowships provide support for highly qualified candidates to add to their experience by engaging in research either in Canada or abroad. A candidate must hold, or be completing, either a PhD or a health professional degree (or equivalent) in a field such as medicine, dentistry, pharmacy, optometry, veterinary medicine, chiropractic, nursing or rehabilitative science.
Topics: Individual applications; committee decisions; administration of the award; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 075

President's Fund
Description: Information related to funds made available for grants and awards in support of projects that cannot benefit from the assistance available under the CIHR's regular programs.
Topics: Individual requests; decisions; administration; general correspondence.
Access: Information arranged by name of applicant.
Format: Paper case files.
Program Record Number: CIHR CIHR 270

Proof of Principle Program
Description: The objective of this program is to facilitate and improve the efficiency of the commercial transfer to knowledge and technology resulting from CIHR-funded grants and awards.
Topics: Individual applications; reviews by external referees; committee assessments; notification and administration of grants; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 330

Randomized Controlled Trials (formerly Clinical Trials)
Description: A randomized controlled trial (RCT) is a study involving humans where at least two interventions in health care (possibly including placebo or standard care) are compared using random allocation, statistical methodologies and blinding techniques.
Topics: Applications; reviews by external referees; committee assessment; notification and administration of grants; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 160

Science Writer Scholarships
Description: CIHR has established scholarships at both undergraduate and graduate levels to increase the number of Canadian science writers engaged in communicating the findings and implications of health research.
Topics: Individual applications; committee decisions; administration of the award; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 365

Senior Investigators
Description: This funding program has been suspended until further notice. This program is designed to contribute to the salary of investigators of exceptional merit who are leaders in their field having more than ten years' experience as an independent investigator.
Topics: Individual applications; committee decisions; administration of award; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 255

Senior Research Fellowships
Description: This funding program has been suspended until further notice. Senior Research Fellowships are offered to outstanding candidates who have been identified by a Canadian institution as having strong potential to become an independent investigator.
Topics: Individual applications; committee decisions; administration of the award; general correspondence.
Access: Information arranged by name of applicant.

Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 070

Short-term Exchange Grant
Description: Designed to facilitate cross-disciplinary training opportunities by providing financial support primarily to biomedical and health-associated researchers, for short-term (three months maximum) exchange visits to appropriate research centres for specialized training.
Topics: Applications; reviews by the Institute of Genetics; committee assessment; notification and administration of grants; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 410

Special Projects
Description: This program has been suspended until further notice. CIHR will consider projects in those subject areas which do not fall within the terms of reference of any of its regular programs.
Topics: Applications; reviews by external referees; committee assessment; notification and administration of grants; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 195

Strategic Programs Announced through the Request for Application Process
Description: Strategic Programs refer to research funding and/or training initiatives related to CIHR priorities and designed to contribute to CIHR strategic initiatives. Strategic programs, particularly CIHR Institute funding opportunities are launched through Requests for Applications (RFAs) twice a year.
Topics: Individual applications; committee decisions; administration of the initiative; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 500

Michael Smith Awards for Research in Schizophrenia
Description: In honour of Dr. Michael Smith's scientific accomplishments and his lifelong promotion of science, CIHR offers Doctoral Research Awards, Postdoctoral Fellowship and New Investigator awards in his name.
Topics: Individual applications; committee decisions; administration of the award; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 250

Training Program Grants
Description: A CIHR Training Program consists of a group of excellent mentors/educators, accomplished in health research, who work collaboratively to offer a research training program of defined format and content to a group of trainees.
Topics: Individual applications; committee decisions; administration of the grant; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 325

Tri-Council Workshop/Networking Program
Description: The program was offered only in FY 1999/2000. The objective of this program was to help the research community to plan collaborative research projects to be submitted to CIHR and health-related programs of the granting councils.
Topics: Individual applications; committee decisions; administration of the grant; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 310

Workshops and Symposia
Description: This funding program has been discontinued effective September 1, 2003. As part of CIHR's program for research in the health sciences, each Institute supports a limited number of applications for the support of workshops and certain types of symposia held in Canada.

Topics: Individual applications; committee decisions; administration of the grant; general correspondence.
Access: Information arranged by name of applicant.
Format: Computerized database and paper case files.
Program Record Number: CIHR CIHR 112

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Automated Document Records and Information Management System

Budgets

Buildings and Properties

Business Continuity Plans

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Physical Security

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Vehicles

Utilities

Particular Personal Information Banks

Corporate Affairs Portfolio

Canada on the Move: Step One (CMSO)
Description: Note: This project is now completed (2006). This database contains information about a "natural experiment" conducted by the Institute of Nutrition, Metabolism and Diabetes (INMD).
Class of Individuals: Members of the public.
Purpose: The purpose of this information is to create a quality database that would be made available to health researchers with an interest in studying obesity and physical activity.
Consistent Uses: Personal information to be used for research purposes only by investigators in a "natural experiment".
Retention and Disposal Standards: Information will be retained for ten years and then destroyed.
RDA Number: 95/020
Related PR#: CIHR CIHR 420
TBS Registration: 005771
Bank Number: CIHR PPU 055

Governance

Membership of Governing Council, Institute Advisory Boards (IABs) and Committees
Description: This bank contains letters nominating individuals for service on Governing Council, IABs and its committees, letters of invitation, thank you letters and Conflict of Interest Acknowledgement. The membership of Governing Council, IABs and Committees is made public. Persons requesting access should provide name, affiliation, name of committee and date of membership.
Class of Individuals: Members of the health science community, federal employees and members of the public.
Purpose: The information is used to assist in the selection and appointment of members for the membership of Governing Council, IABs and its Committees.
Consistent Uses: None.
Retention and Disposal Standards: Files in this bank are retained for eight years: active two years and dormant six years. They are then transferred to Library and Archives Canada for selective retention.
RDA Number: 95/020

Related PR#: CIHR CIHR 290
TBS Registration: 000528
Bank Number: CIHR PPU 020

Ethics

Compliance - Integrity in Research and Scholarship

Description: This bank includes correspondence and reports collected and generated in the course of monitoring institutional and individual compliance with the Tri-Council Policy Statement on Integrity in Research and Scholarship. It may include allegations of non-compliance, requests from CIHR to research institutions to explore allegations, summaries of institutional findings and sanctions imposed by CIHR or Universities.
Class of Individuals: Individuals who make allegations about breaches of the Tri-Council Policy Statement on Integrity in Research and Scholarship, individuals who are the subject of allegations, officials in research institution or in the academic community involved in determining whether allegations are well-founded.
Purpose: The purpose of this bank is to monitor the compliance of research institutions and individual researchers with the Tri-Council Policy Statement on Integrity in Research and Scholarship.
Consistent Uses: This information is used to monitor the different policies and procedures established in regards to ethics.
Retention and Disposal Standards: Five years after the last administrative action and then destroyed. Summary Information related to sanctions maintained for the duration of the sanction.
RDA Number: 95/020
Related PR#: CIHR CIHR 275
TBS Registration: 003980
Bank Number: CIHR PPU 050

Services and Operations Portfolio

Applicants' History Sheets and Notification of Award

Description: This bank contains Applicants' History Sheets for individuals, which are kept in the Research Portfolio. These sheets, which are cumulative over the life of the program, are identified by the applicant's name and file number. They also contain information such as the title of the grant application, amount requested and funded or rejected. The Finance Section also keeps copies of notifications of awards, which contain the applicant's name, address, university, grant number and amount awarded. This information relates to investigators holding an academic appointment in a Canadian Health Science Faculty, and Research Trainees. This information is used to maintain a history of the CIHR's financial support to individuals.
Class of Individuals: Investigators holding an academic appointment in a Canadian School of medicine, dentistry, veterinary medicine, nursing, optometry, or pharmacy.
Purpose: This bank is used to identify applicants and to constitute a history of CIHR support to individuals and organizations.
Consistent Uses: The information collected is to provide historical data which assists the peer review process.
Retention and Disposal Standards: The bank is updated annually and retained permanently.
RDA Number: 95/020
Related PR#: 010, 035, 045, 160, 240, 245, 300, 325, 330, 345, 405, 425, and 435
TBS Registration: 003368
Bank Number: CIHR PPU 045

Application for Employment File

Description: The purpose of this bank is to maintain a record of information relating to applications for employment received from the general public. This bank contains completed application forms, letters and curricula vitae of persons interested in working for the CIHR. Access to this bank will require name, address and date of birth.
Class of Individuals: General public.
Purpose: It is used to select candidates for Canadian Institutes of Health Research when vacancies arise.
Consistent Uses: The bank is used in the staffing of positions at CIHR.
Retention and Disposal Standards: Records are retained for two years and then destroyed.
RDA Number: 98/005
Related PR#: CIHR CIHR 280
TBS Registration: 000669
Bank Number: CIHR PPU 030

Knowledge Translation Portfolio

Partnerships Grants and Awards Application and Assessment Records

Description: This bank contains supporting documentation of proposed projects and of individual applications for funding under one of the several Partnership programs sponsored by the CIHR. It contains applications, third-party

assessments, committee assessments, site visit-reports, and training, travel and financial administration details on the support of successful applicants. Individuals identified are those applicants meeting the criteria for each program, as amended from time to time, and published in the Canadian Institutes of Health Research's Grants and Awards Guide.
Class of Individuals: This information relates to investigators holding an academic appointment in a faculty of health science in a Canadian university, or employees of a company (the term "company" is understood to mean an organization, industry or consortium which produces health care products or services).
Purpose: This information is used to evaluate the relative merits of the proposals (with the purpose of funding or not funding) and for observing the progress of those proposals that are funded.
Consistent Uses: CIHR also uses information in this bank to identify prospective referees and committee members, to evaluate its programs, and to produce statistics and planning information. Some data is shared between the CIHR and participants in this program.
Retention and Disposal Standards: Files in this bank are retained for eight years: active two years after termination or rejection of special program and dormant six years. They are then transferred to Library and Archives Canada for selective retention.
RDA Number: 95/020
Related PR#: CIHR CIHR 240
TBS Registration: 003369
Bank Number: CIHR PPU 040

Research Portfolio

Grants Applicants and Committee Records
Description: The purpose of this bank is to maintain a record of the applications and assessment records of health scientists applying for funding of research projects by CIHR. It contains the relevant Canadian Institutes of Health Research application form and supporting data presented by the applicant, referee and committee assessments of the project, the ranking awarded, the decision of CIHR, and if successful, the financial and administrative data pertaining to its support. Individuals identified are those making project proposals to CIHR.
Class of Individuals: Investigators pursuing health research at a Canadian institution.
Purpose: Information in the bank is evaluated to assess the relative merit of the proposal for the purpose of funding or not funding the project.
Consistent Uses: Information in the bank provides the basis for planning and budgeting of health sciences research activities by CIHR, and is useful in the monitoring of the peer review system. Information is shared with the Natural Sciences and Engineering Research Council (SER PPU 004) and the Social Sciences and Humanities Research Council (SHR PPU 015, 020). The results of competitions are forwarded to university research administration officers and Dean's Offices who are responsible for processing applications from their institutions before sending them to CIHR, for administering the grants and for informing the candidates of the outcome of their applications.
Retention and Disposal Standards: Files in this bank are retained for eight years: active two years after termination or rejection of grant and dormant six years. They are then transferred to the Library and Archives Canada for selective retention.
RDA Number: 95/020
Related PR#: CIHR CIHR 010, 040, 160, 185, 195, 240, 245, 300, 325, 330, 345, 405, 425, 435
TBS Registration: 000525
Bank Number: CIHR PPU 005

Awards Applicants and Committee Records
Description: This bank contains records of individual applications for funding under one of several personnel support programs sponsored by the CIHR. It contains applications, third-party appraisals, committee assessments, training, travel and financial administration details on the support of successful applicants. Individuals identified are those applicants meeting the criteria for each program as amended from time to time and published in the Canadian Institutes of Health Research Grants and Awards Guide.
Class of Individuals: Research trainees with BSc, MD, DDS, DVM, MSc, PhD, and D. Pharmacy professors holding an appointment at Canadian institutions engaged in health research.
Purpose: Information in this data bank is used to assess the education and other requirements necessary to meet the criteria of the applicable program, and to evaluate the merits of the application for funding.
Consistent Uses: Information in the bank provides the basis for planning and budgeting of health sciences research activities by CIHR, and is useful in the monitoring of the peer review system. Information is shared with the Natural Sciences and Engineering Research Council (SER PPU 015) and the Social Sciences and Humanities Research Council (SHR PPU 010). The social

insurance number is required from the recipients of certain awards to comply with the Income Tax Act. The results of competitions are forwarded to university research administration officers and Dean's Offices who are responsible for processing application from their institutions before sending them to CIHR, for administering the grants and for informing the candidates of the outcome of their applications.
Retention and Disposal Standards: Files in this bank are retained for eight years: active two years after termination or rejection of award and dormant six years. They are then transferred to the Library and Archives Canada for selective retention.
RDA Number: 95/020
Related PR#: CIHR CIHR 040, 060, 065, 070, 075, 080, 085, 165, 185, 195, 250, 255, 270, 300, 365
TBS Registration: 000526
Bank Number: CIHR PPU 010

Lists of External Referees
Description: This bank contains names, affiliation and mailing address of individuals, in Canada and abroad, who are asked by CIHR to review proposals for grants and awards. The information is used to select external referees for research proposals. Persons requesting access should provide field of research, name and affiliation.
Class of Individuals: Members of the health science community in Canada and abroad.
Purpose: The information is used to select external referees for research proposals.
Consistent Uses: This bank is used to maintain and renew membership for the peer review process.
Retention and Disposal Standards: The information is retained until superseded by updates or withdrawals of individuals. Withdrawn referee names are kept for two years (active) and six years dormant for reference purposes and then transferred to Library and Archives Canada for selective retention.
RDA Number: 95/020
Related PR#: CIHR CIHR 010, 040, 160, 185, 195, 240, 245, 325, 330, 345, 405, 425, and 435
TBS Registration: 000668
Bank Number: CIHR PPU 025

Special Programs Application, Assessment Records and Other Programs
Description: The purpose of this file is to provide supporting documentation of proposed projects for funding by the Canadian Institutes of Health Research. It contains applications, third-party assessments, and administrative correspondence in the funding of successful projects. Some files identify individuals of the health services scientific community making proposals to CIHR.
Class of Individuals: Investigators holding an appointment at a Canadian institution engaged in health research.
Purpose: Information in the bank is used to evaluate the relative merits of the proposals with the purpose of funding or not funding and for observing the progress of those that are funded.
Consistent Uses: Information in the bank provides the basis for planning and budgeting of health sciences research activities by CIHR, and is useful in the monitoring of the peer review system. Information is shared with the Social Sciences and Humanities Research Council (SHR PPU 025) and Health Canada (HCan PPU 105). The results of competitions are forwarded to university research administration officers and Dean's Offices who are responsible for processing application from their institutions before sending them to CIHR, for administering the grants and for informing the candidates of the outcome of their applications.
Retention and Disposal Standards: Files in this bank are retained for eight years: active two years after termination or rejection of special program and dormant six years. They are then transferred to the Library and Archives Canada for selective retention.
RDA Number: 95/020
Related PR#: CIHR CIHR 111, 305, 310, 315
TBS Registration: 000527
Bank Number: CIHR PPU 015

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Documents, Records, Information Management Systems

Business Continuity Planning (BCP)

Electronic Network Monitoring Logs

Hospitality

Personnel Security Screening

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Manuals

- Grants and Awards Guide
- Human Pluripotent Stem Cell Research: Guidelines for CIHR-Funded Research
- Tri-Council Policy Statement: Integrity in Research and Scholarship
- Laboratory Biosafety Guidelines
- Policies and Procedures - Finance and Administration
- Tri-Council Policy Statement - Ethical Conduct for Research Involving Humans

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about CIHR (Canadian Institutes of Health Research) and its various programs and functions may be directed to:

Director of Communication and Marketing

Canadian Institutes of Health Research
160 Elgin Street, Room 97
Address Locator 4809A
Ottawa, Ontario K1A 0W9

Telephone: 613-954-1812
Facsimile: 613-954-6653
E-mail: info@cihr-irsc.gc.ca
Internet: www.cihr-irsc.gc.ca

Reading Room

In accordance with the Access to Information Act, a meeting room on the premises of Canadian Institutes of Health Research has been designated as a reading room. This reading room is located at the following address:

160 Elgin Street, 9th floor
Address Locator 4809A
Ottawa, Ontario K1A 0W9

Canadian International Development Agency

Chapter 40

General Information

Background

The Canadian International Development Agency (CIDA) supports sustainable development in developing countries in order to reduce poverty and to contribute to a more secure, equitable and prosperous world.

Responsibilities

CIDA is the federal agency responsible for implementing Canada's Official Development Assistance (ODA) program and for administering most of the ODA budget. CIDA's aid program is administered through a number of aid delivery channels: bilateral (government-to-government) assistance, multilateral development institutions, and supports the development activities of non-governmental organizations (NGOs) and the private sector.

Legislation

- Department of Foreign Affairs and International Trade Act
- International Development (Financial Institutions) Continuing Assistance Act

Organization

As Deputy Minister, the President provides the Minister with expert support and advice and makes recommendations on policy and program decisions as well as management issues.

In this capacity, the President advises the Minister on the implementation of Canada's aid policy and on management concerns; provides strategic leadership to CIDA, thereby helping to achieve the effective realization of Canadian aid policies and programs; manages the Agency, including the areas of human resources, comptrollership, risk management and results-based management; and maintains relations with other departments and various Canadian and international partners for the purposes of policy development, decision-making, and the attainment of shared objectives.

The President is assisted in this work by the Executive Vice-President, the Senior Vice-President, the Corporate Secretary and the Agency's Executive Committees. Also, the President is supported by eight Vice-Presidents, two Directors General, and one Chief Information Officer. These branches are: Africa; Europe, Middle East and Maghreb; Americas; Asia; Canadian Partnership; Communications; Human Resources and Corporate Services; Information Management and Technology; Multilateral Programs; Performance and Knowledge Management; and Policy.

The Executive Vice-President, as Associate Deputy Minister of CIDA, works with the President in the management of the Agency and in providing support to the Minister.

In particular, the Executive Vice-President is developing a leading edge partnership approach with Canadian stakeholders and the improvement of aid effectiveness – more precisely leading a comprehensive review of CIDA partnership programming; working collaboratively with other government departments to support a whole of government approach to development, developing partnership agreements with government departments on governance; championing CIDA's contribution to the improvement of gender equality in development outcomes, a clear crosscutting priority for the Agency; promoting the official language policy in the management of the Agency and its activities; and supporting La Francophonie internationale.

The Senior Vice-President, he advises and works alongside the President and the Executive Vice-President to help ensure the proper implementation of Agency policies and programs.

The Senior Vice-President supports the President in the management of CIDA; represents the Agency and acts on behalf of the President in certain fora; fosters an organizational environment that is focused on results, reflects sound public service values and ethics, encourages a learning culture, and is open to innovation and creativity; and leads initiatives, as requested by the President, such as challenging established ways of doing business and searching for more effective ways.

The Corporate Secretariat is responsible for a broad array of functions in support of the Minister

and the Agency's Senior Executive, including facilitating all submissions to the Minister, serving as a focal point for Cabinet business and relations with Parliament, managing Ministerial and Senior Executive correspondence, coordinating all matters within the Agency related to the Access to Information and Privacy Acts, ensuring the preparation of appropriate briefing materials, providing administrative support services, and undertaking other special assignments on behalf of the President.

Executive Committees

In order to carry out his duties, the President relies on the support of two committees and four subcommittees.

Committees: Executive Committee and Audit and Evaluation Committee

Subcommittees: Policy Committee; Management Committee; Information Management Committee; and Advisory Audit and Evaluation Committee.

Business Operations Group

The Business Operations Group (BOG) supports CIDA's efforts to enhance its development assistance effectiveness. The BOG is dealing specifically with rationalizing and harmonizing operating policies and practices across the Agency. CIDA has embarked on a process that encompasses: streamlined and uniform business practices; new business tools to meet evolving programming directions; an Agency RoadMap, an on-line operational guide for staff that is available to the general public; catalyzing and capturing innovative approaches to development programming; and translating broad strategic directions into operational practices.

Corporate Planning and Analysis Group

The Corporate Planning and Analysis Group (CPAG) was established in December 2004 to support the Agency's integrated corporate planning process and conduct reviews and analyses for resource allocation purposes. Working closely with Policy Branch and Human Resources and Corporate Services Branch, CPAG coordinates annual financial and budget planning exercises that are oriented at focusing resources in support of CIDA's development priorities.

As the Agency's centre of expertise on resource planning, analysis, allocation and reallocation, CPAG helps the Agency define and articulate corporate priorities, develop resourcing strategies for their implementation and ensure that these priorities are integrated into the Agency's budgeting. CPAG acts as an advisory group to the President and several Agency committees – anticipating trends, identifying emerging resource issues, reviewing branch requests for additional resources, and helping the Agency to plan resources accordingly. CPAG also serves as the secretariat of the Corporate Resources Committee.

Canada Corps

Canada Corps is a way for Canadians to work together to promote good governance and institution building in developing countries and fragile states. New and existing programs to send Canadian expertise overseas are combined under one umbrella effort. Canada Corps is designed to mobilize citizens of all backgrounds, together with non-governmental organizations and all levels of government. By sharing our expertise in governance, we can apply our skills and ideas in the countries that need them the most.

Canada Corps is built on four pillars: mobilization of Canadians to go abroad, public engagement, coherence of governance programming, and expansion of Canada's governance base of knowledge.

All Canada Corps programs focus on governance, an area where Canada has long been regarded as a leader. Good governance is central to any political economy because it deals with the institutions, processes and relationships necessary to moving a society forward. Governance is also increasingly understood to be a central part of sustainable development and poverty reduction. Programming in governance involves a wide range of activity areas: democracy, elections and parliaments, a fair and impartial judiciary, mechanisms to respect and protect human rights, an effective and transparent public sector, and a stable and reliable security system to protect people and resolve conflict fairly and peacefully. Good governance is also an integral component of private-sector development, creating an environment that enables economic growth.

At the state or national level, Canada Corps will help build lasting institutions, enabling countries to take charge of their own development. At the regional or local level, Canada Corps will help local governments respond better to citizens' needs.

All Canadians to be involved: To maximize the sharing of ideas and the long-term effectiveness of Canada's work overseas, Canada Corps will also

combine the maturity and experience of a wide variety of experts with the enthusiasm and new perspectives of younger Canadians.

Policy Branch

Policy Branch formulates and maintains the ODA policy framework in support of the Agency's mandate and program priorities in the context of the Government of Canada's international policy objectives and interests. It monitors issues and trends in development assistance and provides strategic advice and information to the Minister, the Agency and other government departments on a wide range of long- and short-term development policy and strategic issues. The Branch also provides specialized expertise on scientific and technical matters and, in certain cases - e.g. environmental assessment -verifies Agency compliance with legislation.

Policy Branch takes the lead on strategic planning and management of the International Assistance Envelope. At the domestic level, the Branch works closely with other departments and agencies on policy research and development, as well as on issues management, to ensure that government policy reflects the full diversity of Canada's relationships with developing countries.

At the international level, the Branch focuses on improving the co-ordination of Canadian development policies with those of other donor countries - e.g., through the Development Assistance Committee of the OECD. Policy Branch also helps to represent Canada's interests in international fora and verifies that relevant international commitments undertaken by Canada are reflected in the government's international development policies. Policy Branch includes three Directorates: (1) Policy Analysis and Development Directorate; (2) Governance and Social Development Directorate and (3) Corporate Planning and Co-ordination Directorate.

Performance and Knowledge Management Branch

The Performance and Knowledge Management Branch helps improve CIDA's management performance and development effectiveness, through its internal audit, evaluation, results-based management, risks and knowledge management activities. Provides assurance, independent and objective information and advice to management on the continued relevance, success and cost-effectiveness of key CIDA policies, programs and projects, and on the effectiveness of the management systems, processes and practices. Gives methodological support to branches on performance measurement as well as on the development and implementation of performance measurement frameworks. Supports the Agency in its transition into a knowledge-based learning organization.

Multilateral Programs Branch

Multilateral Programs Branch is CIDA's window on the multilateral system and manages the development aspects of Canada's relations with these organizations. It provides financial support for multilateral organizations and helps influence their policies and programs throughout the world. The Department of Foreign Affairs and International Trade manages the political relationship with the United Nations (UN) system, the Department of Finance manages the relationship with the International Monetary Fund (IMF) and the World Bank with the collaboration of CIDA. Health Canada, Environment Canada, Agriculture and Agri-Food Canada and others are also involved in the management of Canada's relationship with specialized UN Agencies. About one-third of Canada's development assistance goes to multilateral organizations.

The objective of Multilateral Programs Branch is to strengthen the capacity and effectiveness of multilateral organizations to reduce poverty and human suffering and, in particular, to meet the Millennium Development Goals (MDGs) in health, education, gender equality and environmental sustainability. A stable, effective multilateral system not only contributes to achieving these development results, it also helps create a secure and prosperous environment for Canadians at home and abroad. The Multilateral Branch is composed of two support divisions and three programming directorates.

Canadian Partnership Branch

The Canadian Partnership Branch (CPB) is responsible for international cooperation programs with colleges, universities, companies, non-governmental organizations, cooperatives, unions and associations.

CPB's programs are carried out in partnership with those organizations. The Branch's main objective is to help the Agency carry out its mandate of supporting sustainable development and reducing

poverty in some of the poorest developing countries in the world.

Partner organizations design and carry out projects aimed at improving quality of life and building the capacities of local private sector and civil society. The resulting partnerships promote knowledge and development in the voluntary and private sectors, both in Canada and in the developing country. CPB is providing strategic advice, knowledge sharing and financial support to 1200 international cooperation programs and projects being carried out by almost 850 partners.

CPB is divided into six directorates: the Private Sector Directorate; the Voluntary Sector Programs Directorate; the Voluntary Sector Competitive Processes Directorate, the Agency Services and Canadian Relations Directorate; the Strategic Planning and Policy Directorate; and the Management and Operational Support Directorate.

Europe, Middle East and Maghreb Branch

The Europe Middle East and Maghreb Branch (EMM) is responsible for CIDA's programming in Central and Eastern Europe and in the Middle East and North Africa.

Central and Eastern Europe

EMM's programming in Central and Eastern Europe (CEE) supports the countries of the region in their transition to market economies and democracies. Today CEE programs focus primarily on governance, democratic development and economic well-being including by helping to foster a more favourable business and investment climate throughout the region.

The main CEE programs include: Official Development Assistance for Central Europe (ODACE) Program; Ukraine Program; Russia Program; Balkans Program; South Caucasus Program and Institutional Partnership Program.

Middle East and North Africa

In the Middle East and North Africa, EMM's programming is aimed at bridging social and economic gaps, improving governance, strengthening democratic institutions, and ensuring human security.

In the Maghreb, there are currently bilateral programs in Algeria, Morocco and Tunisia. The central areas of programming in Egypt are education, gender equality, and employment creation through private sector development.

In the Middle East, CIDA works to reduce poverty and promote peace and security. Addressing the needs of the Palestinian refugees throughout the Middle East is also an important part of EMM programming in the region.

EMM works in Iraq to contribute to efforts to meet basic human and social needs, support good government, and promote human rights including the rights of women.

Policy Planning and Financial Services

This division in EMM is responsible for Branch policy, planning and reporting, technical support to program delivery and for liaison with other CIDA branches, as well as for financial and administrative services including contract management and the implementation of human resources policies.

Africa Branch

CIDA's Africa Branch (AFR) is headed by a Vice-President and is subdivided into five divisions: Policy, Strategic Planning and Technical Services; Integrated Business Management; West and Central Africa; East, the Horn and Southern Africa; and both the Panafrica Progamme and the Canada Fund for Africa Secretariat.

The policies and strategies developed for cooperation with Africa complement Canada's foreign policy objectives and are in line with the specific mandate of CIDA. The Branch has two principal objectives: poverty reduction and the promotion of peace and security. Additional policy drivers for the Canada Fund for Africa include the New Partnership for Africa's Development (NEPAD) and the G8 Africa Action Plan.

Americas Branch

The Americas Region is composed of the following five geographic divisions:

1. The Caribbean; 2. Haiti, Cuba and the Dominican Republic; 3. Central America; 4. South America and 5. The Inter-American program. In addition, for program management and policy co-ordination purposes, the Branch has a Policy, Planning and Management Division. The Americas Region is highly diverse geographically, developmentally, and with respect to resource distribution. CIDA supports development activities to improve governance and help achieve the Millennium Development Goals. Sectors of involvement include: health, education, environment, governance and private sector

development. Gender equality is a crosscutting issue in all those sectors.

Canada also supports projects in many countries through locally- managed funds.

Asia Branch

The principal role of Asia Branch is to plan, develop and implement Canada's bilateral development cooperation program in Asia by matching Canadian capabilities and resources with the needs of recipient countries.

Under the direction of a Vice-President, Asia Branch comprises six geographic program divisions as well as a strategic planning and policy division and a strategic management division. Each geographic program is responsible for the identification, development and management of development cooperation activities with one or several recipient countries.

The goal of Asia Branch is to promote growth with equity in Asia including strengthening the basis for its prosperity and promoting security within the region.

The focus is on helping Asian nations develop the capacity to address the continent's most pressing challenges: reducing poverty, consolidating economic gains, political inclusion, social development and the environment. To achieve this, CIDA's Asia program concentrates on three priority sectors: (i) rule of law, human rights and democracy; (ii) private sector development; and (iii) health. In South Asia, CIDA places a special emphasis on health and education. Throughout Asia, the promotion of gender equality is a crosscutting theme for all these sectors, as women continue to face barriers, especially in access to social services, control over assets and involvement in decision-making.

Furthermore, new challenges have emerged in recent years: the spread of HIV/AIDS and other trans-border health and environmental threats, international terrorism, and tensions associated with political liberalization and increasing economic openness. Countries with major CIDA programs include: Bangladesh, Cambodia, Indonesia, Pakistan, Sri Lanka and Vietnam. Together with Afghanistan, they account for 70% of the Branch's total budget of $377 million.

Human Resources and Corporate Services Branch

Human Resources and Corporate Services Branch supports a qualified, productive, and sustainable workforce and fosters an environment that encourages organizational effectiveness and continuous learning.

The Branch also promotes continuous improvement and optimal management of CIDA resources by providing a range of efficient, effective, and client-driven support services. It consists of five divisions: Human Resources Division; Finance Division; Contracting Management Division; Administration and Security Services Division; and Management Services Division.

Information Management and Technology Branch

The Information Management and Technology Branch (IMTB) provides CIDA with corporate informatics support associated with information management, information technology and office automation. The Branch also helps CIDA identify valuable emerging technologies and information management techniques, and integrate them with our own strategies.

CIDA is focusing Information Management/ Information Technology (IM/IT) efforts on six key areas. In support of our Information Management responsibilities, CIDA is implementing Enterprise Document and Records Management. In line with our efforts to transform the manner in which the aid program is managed, CIDA is building the strategy in support of program planning, program delivery, and corporate reporting. Strategies are also being developed to leverage and renew existing investments including the Enterprise Resource Planning (ERP) systems, e-business tools, field support, and technology infrastructure. These strategic thrusts complement the Agency's business objectives. The Branch currently has six divisions which are the Office of the Chief Information Officer, the Strategic Planning Division, the Client Services and Solutions Division, the Information Management and Corporate Reporting Division, Infrastructure Services Division (ISD) and the Management Services Division.

Communications Branch

Communications Branch leads and supports the Agency in its communications with Canadians on international development policies and issues.

It works to raise the Canadian public's awareness of the roles and activities of the Government of Canada, the Minister for International Cooperation and of Canadians involved in the area of international development. In doing so, it publicizes and reports on new initiatives and the results of programs and projects supported by the Agency as part of Canada's contribution to the achievement of the Millennium Development Goals (MDGs).

CIDA's communications activities aim to strengthen public opinion by providing information that (1) responds to Canadians' concerns about the aid program, particularly with respect to expenditure levels and progress achieved and (2) demonstrates the importance/relevance of the aid program for Canadians' own long-term prosperity and security. Communications Branch directs its activities largely to three key audiences: the media; decision-makers in Ottawa; and the general public, particularly youth.

Information Holdings

Program Records

Policy Branch

Policy Analysis and Development Directorate
Description: The Policy Analysis and Development Directorate is responsible for developing and managing an integrated strategic policy analysis, research and development capacity for the Agency. The Directorate provides leadership in the articulation of a strategic vision for the Agency, formulation of Agency policies across a wide-range of environmental and economic sectors, and a solid foundation of research and analysis for the Agency. The Directorate plays a leading role in representing the Agency in international in the interdepartmental policy development process.
Topics: analysis, development
Program Record Number: CIDA YAD 1035

Strategic Policy Division
Description: Strategic Policy Division is responsible for providing strategic policy advice regarding the overall direction of the Agency to the Minister, President and Executive Committee. It is responsible for monitoring and analyzing the changing context for international assistance, including the geopolitical context, trends in development thinking and the domestic environment with a view to articulating the implications for CIDA's approach to development assistance. In this capacity, the Division takes a lead role in coordinating the preparation of major Agency policy documents, environmental scanning and in positioning CIDA within the Government's overall priorities (including reviews of international policy).
Topics: strategic policy, International Policy Review.
Program Record Number: CIDA YSP 1036

Economic Policies Division
Description: The Division is responsible for contributing to the Agency's policy base in three general areas: trade and development, international finance for development, and other areas pertaining to economic development, including micro-finance, infrastructure services, and natural resources. It has corporate policy responsibilities on tied aid, and for Agency policies on private-sector development, agriculture and rural development and poverty reduction. It provides advice to the Minister, President, senior management and the various branches on these subjects and economic development issues in general. It provides input into Canadian positions at various international for including the World Bank and the IMF, OECD-DAC, UNCTAD, WTO, and G7/8 meetings. In concert with other divisions and government departments, the Division monitors and advises the Agency on emerging issues in economic development.
Topics: trade, international finance, economic development, micro-finance, infrastructure services, tied aid, private sector development, agriculture, rural development, Information and Communication Technologies (ICT) for Development, UNCTAD, WTO, biotechnology.
Program Record Number: CIDA YDA 1008

Environment Division
Description: The Environment Division is primarily responsible for corporate leadership on environment and natural resource issues. The Environment Division provides policy analysis and advice and seeks strategic opportunities, domestically and internationally, to influence policies and programs of CIDA and its partners, including other government departments to ensure that development cooperation is environmentally sustainable. For example, the Division works with other branches of CIDA and other government departments to build Canadian policy positions for international negotiations on multilateral environmental agreement (MEAs) such as persistent organic pollutants, climate change,

biodiversity and desertification. In collaboration with CIDA's Continuous Learning section, the Environment Division leads in designing and delivering environmental learning and training initiatives for Agency staff. As well, the Division coordinates EnviroNet, the Agency's knowledge network for environment and provides support for other knowledge sharing networks concerned with climate change and natural resources. CIDA, through the Environment Division, is the lead agency for Canada, both as a donor and domestically, as an affected party, for the implementation of the UN Convention to Combat Desertification in countries experiencing serious drought and desertification (UNCCD). The Division also houses the Canada Climate Change Development Fund Secretariat which administers the special $100M fund for climate change in support of Canada's International Strategy on Climate Change. The Division also includes the Environmental Assessment and Compliance Unit which provides technical and scientific expertise to support the implementation of CIDA policies, directives, guidelines and capacity-building programs with regard to the application of environmental assessment, as embodied in domestic and international instruments including the Canadian Environmental Assessment Act and the Cabinet Directive on the Environmental Assessment of Policy, Plan and Program Proposals (otherwise known as Strategic Environmental Assessment). The Unit also provides corporate technical and procedural guidance on the conduct of environmental assessment as required by CIDA's Policy for Environmental Sustainability and the Sustainable Development Strategy. In support of public access to information on environmental assessment, the Unit also administers the Public Registry under the Canadian Environmental Assessment Act.
Topics: EnviroNet, environmental learning, water, forests, energy, land degradation, climate change, desertification.
Program Record Number: CIDA YEN 1010

Analysis and Research Division
Description: The Division is responsible for undertaking a program of analysis and research to support the development of Agency policy positions and programming. The Division works on both country-specific and broader thematic issues. It works closely with other analysts throughout the Agency, and maintains close relationships with other development-related research organizations such as the World Bank and the Canadian academic community.
Topics: analysis, research.
Program Record Number: CIDA YAR 1013

Governance and Social Development Directorate
Description: The Governance and Social Development Directorate is responsible for policy analysis, policy development and corporate policy stewardship for a wide array of social sector issues in international development; these include the Agency's social development priorities (health and nutrition, basic education, HIV/AIDS, child protection), governance, gender equality, human rights, as well as emerging security issues. As a consequence of its leadership role, the Directorate represents the Agency in the interdepartmental social policy development process, and at domestic and international for related to governance and social sector issues.
Topics: health, education, HIV/AIDS, child protection, gender equality, human rights, peace and security, conflict, governance.
Program Record Number: CIDA YGS 1075

Democratic Institutions and Conflict Division
Description: The Division is responsible for articulating CIDA's policy and contributing to Agency practice in regard to governance, peace and security. The division's governance mandate includes the institutions and practices related to democracy, rule of law, public sector and services, and security system reform -- based in principles of human rights. Governance pertains not only to the guiding role of the State, but also to how civil society and private sector contribute to poverty reduction and sustainable development. It also includes a focus on Indigenous populations in developing countries. With respect to peace and security, the Division is responsible for policy development in the areas of conflict prevention, peace building and security.
Topics: conflict, corruption, governance.
Program Record Number: CIDA YDI 1012

Gender Equality Division
Description: The Gender Equality Division works - to promote the integration of equality between men and women and the empowerment of women into all of CIDA's policies and processes. The Gender Equality Division provides advice but not funding. The Division supports the Minister for International Co-operation, CIDA's President and the Vice-President of Policy in strengthening and building on CIDA's leadership in the integration of gender equality in development co-operation. The

Division's work is strengthened by its networks with international and donor groups, NGOs, academics, and experts to facilitate the incorporation of new learning within CIDA. The Division, in partnership with other corporate groups, regularly provides analysis and advice on CIDA policy documents and procedural guidelines to ensure these continue to promote gender equality; coordinates related professional training at CIDA; and facilitates internal and external communications on gender equality at CIDA. The Gender Equality Division serves on committees and panels to represent CIDA's perspective on gender equality, including: Interdepartmental committees and working groups such as the Interdepartmental Committee on Gender Based Analysis and the Interdepartmental Committee on the Status of Women; Seminars with universities and NGOs; and international bodies like the Organization for Economic Co-operation – Development Assistance Committee (DAC), the Gender Equality Network and the United Nations Commission on the Status of Women.
Topics: gender equality, gender-based analysis.
Program Record Number: CIDA YWD 1015

Human Rights and Participation Division
Description: The Division is responsible for policy analysis and advice in the areas of human rights, children's rights and participatory development. The Division works with other Agency Branches and interdepartmentally to develop and support international policy positions on human rights and development in multilateral fora. The Division's includes the Children's Rights Unit, which was created by the Minister in 2000, to support the development and implementation of the Action Plan on Child Protection, one of the four components of CIDA's Social Development Agenda. The Unit also manages a Child Protection Research Fund.
Topics: human rights, children's rights, child protection, participation.
Program Record Number: CIDA YHR 1037

Social Development Policies Division
Description: The Social Development Policies Division has as its major role, the sectoral corporate stewardship of three of the four Social Development Priorities (SDPs) of the Agency – Health & Nutrition; Education; and HIV/AIDS. As such, the Division focuses on the Agency's strategic directions/policies in these areas, as articulated in CIDA's Action Plans, under the general umbrella of the Social Development Framework. The Division works closely with other parts of Policy Branch to ensure that the policy stewardship function is coherent with and supportive of the broad policy agenda of the Agency. In addition, the Division maintains close links with other Branches of the Agency in order to: assist in the translation of SDP-related policy into programming through the development of appropriate implementation tools; review the degree of policy implementation through monitoring and analysis of investments in SDP sub-sectors; recommend changes to investment strategies in the SDP sectors and sub-sectors, or to the goals or themes currently defined in the Action Plans. In its role as corporate steward, the Division acts as the primary point of contact for interdepartmental activities in these sectors, and represents the Agency at domestic and international fora.
Topics: health, nutrition, education, HIV/AIDS.
Program Record Number: CIDA YSD 1052

Corporate Planning and Co-ordination Directorate

Corporate Planning Division
Description: Corporate Planning is responsible for directing the development of the strategic corporate planning, budgeting and reporting framework and process to ensure the effective alignment of Agency programs with its corporate mandate, priorities and policies. Corporate Planning has a number of core functions: develops and oversees the strategic corporate planning, budgeting and reporting framework and process, which is linked to the achievement of global development goals (The Millennium Development Goals); leads the strategic management of the International Assistance Envelope; prepares corporate reports to Parliament, and the public on the Agency's direction and performance; and develops the Agency's Sustainable Development Strategy and monitors its implementation.
Topics: Millennium Development Goals, International Assistance Envelope, Sustainable Development Strategy.
Program Record Number: CIDA YDG 1003

Policy Co-ordination Division
Description: The Policy Co-ordination Division supports the Agency's Minister and executives in the co-ordination of Agency positions on current, critical and horizontal public policy issues and promotes consistency and coherence. It also coordinates Agency relations with other government departments involved in Official Development Assistance (ODA) and with the International Development Research Centre

(IDRC). In particular, the Division coordinates CIDA's strategic involvement in international summits and conferences, such as the G8 and the UNGA to ensure the coherence of Canada's policy position and develop messaging strategies for key issues. Furthermore, the Division is responsible for the Agency's relations with other donor countries and, through the Development Assistance Committee (DAC) of the OECD, works to enhance the coordination, coherence and effectiveness of development policies through active monitoring, analysis, and discussion of donor trends.
Topics: G8, OECD, donors, policy coordination.
Program Record Number: CIDA YDC 1014

Branch Management Services Division
Description: Responsible for the development and co-ordination of all mechanisms and systems for human, financial and information resources management and planning in Policy Branch. Also responsible for delivering internal contract and administration services, and for advising the Branch senior management on resources utilization, corporate exercises and on the achievement of branch objectives and results.
Topics: human resources, financial resources, management, planning.
Program Record Number: CIDA YMP 1001

Strategic Information Division
Description: The Division provides strategic corporate information reports, business intelligence and trend analysis to help the Branch strengthen its capacity to use Agency information for policy development and to support senior management decisions. The Division also coordinates, in collaboration with CIDA's Information Management and Technology Branch and other branches, the identification of the Agency's needs for information to support an integrated corporate planning, budgeting, programming, monitoring and reporting system.
Topics: strategic information, business intelligence.
Program Record Number: CIDA YIM 1034

Policy, Planning and Management Division
Description: The Division provides strategic corporate information reports, business intelligence and trend analysis to help the Branch strengthen its capacity to use Agency information for policy development and to support senior management decisions. The Division also coordinates, in collaboration with CIDA's Information Management and Technology Branch and other branches, the identification of the Agency's needs for information to support an integrated corporate planning, budgeting, programming, monitoring and reporting system.
Topics: strategic information, business intelligence.
Program Record Number: CIDA YIM 1034

Policy and Strategic Planning Division
Description: In ensuring synergy, coherence and consistency within the Branch and with other Branches, the Division provides a broad, analytical perspective on multilateral relations in the Agency and Canadian context. As part of the ongoing work in maintaining multilateral relationships, the Division ensures that CIDA policies take into consideration multilateral concerns and informs Branch programming to ensure coherence and consistency with CIDA policy framework; so the Division plays a strategic horizontal planning role in the Branch. As such, it is responsible for developing, coordinating, and monitoring Branch-wide initiatives and activities such as the Branch's strategic framework, work plans, and aid budgetary allocations and in particular, is responsible for coordinating and preparing the Branch Performance Review. The Division also assesses the effectiveness of the Branch's multilateral policies and programs. Overall, the Division is responsible for providing policy advice and support to the other Directorates in the Branch and policy advice to the Vice-President, as well as knowledge management.
Topics: Developing/ coordinating/ representing/ monitoring implementation of the framework, Branch Performance Review, work planning, reporting, and aid budgetary allocations. Ensures synergy/coherence/consistency, policy advice, and support to other divisions.
Program Record Number: CIDA MPP 5106

Strategic Management Division
Description: The Strategic Management Division (SMD) works closely with other Directorates of the Branch in the development, evaluation, continuous improvement and reporting of the Branch's integrated resource management frameworks and business infrastructure; and provides related support services to the Branch's business lines while ensuring compliance with applicable legislation and policies of the Treasury Board Secretariat and CIDA. This involves: Financial Management – includes key internal management and control function for allocations and expenditure management of the Branch's operational, aid, and salary budgets; and stewardship of Branch financial resources, financial and accounting systems and practices. Contract Management –

includes a consistent approach to the management of funding arrangements including framework/ master arrangements with MDIs;
the treatment of contractual/legal issues that might arise with respect to the funding approaches;
and material management and procurement.
Human Resources and Administration – includes HR plans and management frameworks for the Branch; staffing actions; classification; salary forecasts and budgets; and corporate and centrally driven initiatives such as field postings, the Business Continuity Plan, and implementation of the PSMA. Information Management/Information Technology – includes information management frameworks and systems; data quality and data reporting; data management strategies that support comptrollership and analysis, reporting, and planning by others; and defining processes and standards as well as roles and accountabilities for coding and reporting.
Topics: Financial management, contract management, human resources and administration, information management, information technology.
Program Record Number: CIDA SMD 5102

Health and Nutrition Directorate
Description: The overriding goal is to reduce malnutrition and infectious diseases as obstacles to poverty reduction and sustainable development. The link between nutrition, health and poverty is at the core of the Health and Nutrition Directorate's activities: malnutrition weakens the immune system leading to increased disease; disease decreases nutritional intake and prevents people from working; the loss of income results in increased hunger. To break this cycle, the Directorate is implementing complementary initiatives in the areas of health, nutrition support, income generation and institutional strengthening. These include micro-nutrient deficiencies (vitamin A, iron and iodine), which cause serious health problems and reduce the benefits of food intake; and the delivery of cost-effective health interventions such as the expansion of tuberculosis control measures and immunization of children against measles. The Directorate leads on all multilateral health and nutrition programming and funding through building and maintaining effective relationships with multilateral organizations and managing all funding for health systems and nutrition projects and programs.
Topics: Reduce malnutrition/disease, foster sustainable development, health, systems
Program Record Number: CIDA HAND 5107

Multilateral Branch

Multilateral Development Institutions Directorate
Description: The Directorate maintains Canada's relationship with various multilateral organizations such as international financial institutions (IFIs), organizations and programs of the United Nations, La Francophonie Program and the Commonwealth Program. It is also responsible for managing Canada's assistance provided to the Global Environment Facility (GEF), the Multilateral Fund for the Implementation of the Montreal Protocol, and the International Fund for Agricultural Development. In representing Canada's interests, the Directorate promotes policies to improve the effectiveness of these institutions to reduce poverty and support sustainable development. With regard to the IFIs, it provides investments (paid in capital) and guarantees (callable capital) to facilitate recycling of private capital resources for development financing, and in so doing significantly multiplies the availability of such financing. It also provides funding to the concessionnal windows of the Regional Development Banks, which lend resources to the poorer developing countries at concessional rates of interest or as grants. The Directorate also participates with other government departments in managing the development dimensions of Canada's relationship with the World Bank Group, where the funding is provided by through the Department of Finance, and in managing Canada's relationship with the International Monetary Fund (IMF). With the UN organizations and programs, it manages Canadian relationship with UNDP, UNICEF, UNIFEM, UNFPA, through participation at their annual meetings and providing core funding. Canada belongs to both Francophonie and Commonwealth, with a membership of over 50 countries each. DFAIT manages the political relationship, while CIDA manages the development aspects.
Topics: Policy analysis, institutional strengthening, contributes to special thematic funds. Improve efficiency/ effectiveness /impacts of the Multilateral Development Institutions, as well as Commonwealth and Francophonie institutions.
Program Record Number: CIDA MDI 5430

Humanitarian Assistance, Peace and Security Directorate
Description: The Humanitarian Assistance, Peace and Security (HAPS) Directorate aims to provide an appropriate, timely and effective response to

ease human suffering caused by conflicts and natural disasters in developing countries. The Directorate also contributes to the sustainable reduction of hunger and malnutrition through the provision of food aid. The Directorate includes the Peace and Security and Mine Action Groups, which supports international efforts to protect human rights and create the conditions for achieving sustainable peace in conflict and mine-affected countries. Assistance is provided to multilateral organizations and non-governmental organizations (NGOs) engaged in humanitarian response, peace building and mine action. The key partners include UN agencies such as the World Food Program, the United Nations High Commission for Refugees, Office of the High Commissioner of Human Rights, the United Nations Mine Action Service, the Red Cross movement, and NGOs such as CARE Canada, Médecins sans Frontières (MSF), the Canadian Foodgrains Bank, and Mines Action Canada.
Topics: Financial support to alleviate human suffering, natural/human-caused disasters abroad; peace and security; mine action.
Program Record Number: CIDA HAPS 5301

Private Sector Directorate
Description: The Private Sector Directorate (PSD) provides financial support and advice to the private sector in Canada, and in developing countries through four private sector development areas. Firstly, the CIDA-INC program reduces the risks to Canadian firms by sharing the costs unique to doing business in developing and transition countries. CIDA-INC also shares costs associated with providing training and ensuring social development, gender equality, and a clear environment. Support is provided for both the study and implementation stages of projects through an Investment Mechanism and a Professional Services Mechanism. Secondly, the existing investment facilitation mechanism is being expanded to allow local firms in developing countries to have access to funds for investment purposes through a Local Enterprise Investment Centre. Such Centres will assist local small and medium-sized enterprises in identifying and carrying out investment opportunities with larger domestic and/or international firms that will help them obtain technology, innovate, grow, and create jobs. Thirdly, PSD supports institution building and institutional strengthening of local private sector organizations that provide essential services that drive private sector development in partner countries. Finally, PSD will design and implement new models for country-led trade facilitation under a proposed strategy of trade facilitation and export readiness aimed at benefiting private sector entities in developing countries.
Topics: Financial support and advice to the private sector in Canada and in developing countries.
Program Record Number: CIDA SEL 6201

Voluntary Sector Programs Directorate
Description: This directorate supports the development work of approximately 120 program-funded and approximately 25 project-funded Canadian voluntary-sector organizations, including non-governmental organizations (NGOs), cooperatives, unions and professional associations. Contributions to programs are organized according to 4 grouping of voluntary sector partners (1) Knowledge partners; (2) Global affiliates; (3) Specialized associations; (4) Capacity-Development NGOs.
Topics: Supports development work of 120 of voluntary-sector organizations, 25 project funded-organizations.
Program Record Number: CIDA SNG 6139

Voluntary Sector Competitive Processes Directorate
Description: This directorate supports the development work of approximately 440 project-funded Canadian voluntary sector organizations, including universities, community colleges, cégeps, and non-governmental organizations (NGOs). Contributions to Canadian university and college initiatives are managed by the Universities and Colleges Program Division and projects are selected through merit-based competitions. The Projects and Innovation Division funds short-term projects carried out by Canadian NGOs in partnership with local organizations.
Topics: Supports development work of approximately 440 project-funded organizations.
Program Record Number: CIDA SNG 6134

Agency Services and Canadian Relations Directorate
Description: This directorate manages core services for the Agency. These services include: CIDA's national network of regional offices; the Conference and Events Secretariat, which supports the participation of representatives from developing countries and countries in transition, in international and regional conferences with themes of interest to CIDA and a consultation unit for discussing new policy directions with partners and the Canadian public; the selection of overseas election observers; the management

of the partnership with the Centre for Intercultural Learning. It is also responsible for managing contributions to a wide range of partner initiatives targeted to Canadians and youth. These initiatives include: Scholarships and awards; internships and exchanges for young Canadians; the placement of Canadian volunteers abroad; and public engagement activities.
Topics: Manages core services for the Agency, Managing contributions to Canadians and Youth; Scholarships and awards, internships and exchanges, placement of Canadian volunteers abroad, public engagement activities.
Program Record Number: CIDA YAD 6139

Canadian Partnership Branch

Strategic Planning and Policy Directorate
Description: The Strategic Planning and Policy Directorate plays a key role in improving CPB's policy and planning capacity. It works closely with other Branch Divisions and the rest of the Agency in the following areas: strategic planning and policy development; knowledge management; and co-ordinating CPB's involvement in geographic and multilateral issues.
Topics: Strategic planning, policy development, knowledge management, CPB's involvement in geographic and multilateral issues.
Program Record Number: CIDA SPE 6143

Management and Operational Support Directorate
Description: Provides the Canadian Partnership Branch with a full-range of branch-level support services on all matters pertaining to human and financial services, procurement, administration, contracting, correspondence services and information management.
Topics: human/financial services, procurement, administration, contracting, correspondence services, information management.
Program Record Number: CIDA SPE 6149

Europe, Middle East and Maghreb Branch

Russia, Ukraine and Institutional Partnership Program
Description: This Division administers Canada's Official Assistance technical cooperation program with Russia and Ukraine, and the nuclear safety program. It also administers the Branch's humanitarian assistance program and multilateral projects with organizations such as the Organization for Security and Cooperation in Europe (OSCE) and the European Bank for Reconstruction and Development (EBRD). In Russia, the Branch supports reform initiatives in key areas of public sector competence, enabling environment, civil society development and sustainable economic development focusing on the North. In Ukraine, the Division supports governance, building institutional capacity, strengthening civil society, and improving the enabling environment for business.
Topics: Russia, Ukraine; Public Sector, enabling environment, civil society, economic development, governance, institutional capacity.
Program Record Number: CIDA RZF 3119

Balkans, South Caucasus, Graduating Countries
Description: The Balkans program focuses on Bosnia and Herzegovina and Serbia and Montenegro (including Kosovo). Development cooperation projects help these countries establish responsive, accountable and competent national government institutions that guarantee their citizens' safety and create an enabling environment for further development. They are concentrated in three sectors: rule of law, health and education. In South-Caucasus (Armenia, Azerbaïjan, Georgia) with a focus on Georgia, CIDA supports improved human security and state legitimacy through governing institutions that competently, transparently and accountably support markets, democratic practices and international law. In the graduating countries, the Branch supports new EU members which make a successful transition from aid recipients to bilateral aid donors, notably through trilateral cooperation.
Topics: Armenia, Azerbaijan, Bosnia and Herzegovina, Georgia, Serbia and Montenegro, Kosovo; Governance, rule of law, markets, health, education, trilateral cooperation, new donor countries.
Program Record Number: CIDA RZD 3120

Middle East and Maghreb
Description: This program includes the Maghreb (Morocco, Algeria, Tunisia), the Middle East (Jordan, West Bank and Gaza, Lebanon, Yemen), Egypt and Iraq. CIDA's programming supports three themes: the search for peace, development of democratic institutions, and achievement of equality through poverty reduction and capacity building. Sustainable development vitally complements efforts made to reach a lasting peace in the Middle East. The Canadian aid program pursues the following objectives in the region: supporting the transition to economies based on market forces as well as equitable distribution of

wealth; strengthening public institutions; promoting the establishment of quality basic education systems, open to both girls and boys; helping civil society to meet new social, political and economic challenges; fostering employment and human resource development, and favoring the emergence and consolidation of mutually beneficial partnerships between Canada and the region.
Topics: Morocco, Algeria, Tunisia, Jordan, West Bank and Gaza, Lebanon, Yemen, Egypt, Iraq; Peace, development of democratic institutions, poverty reduction, capacity building, education.
Program Record Number: CIDA BFM 4256

Africa Branch

The Policy, Strategic and Technical Services Division

Description: The Policy, Strategic Planning and Technical Services Division supports the Vice-president and the Branch Management Group on Branch strategic decisions and related day-to-day operations. It provides leadership on Branch policy development, strategic planning, development of sector/thematic frameworks and aid resource allocation. The Division manages the Branch overall programming function and contributes to the programming initiatives of geographic divisions. The Division co-ordinates the Branch performance review function as well as communication, knowledge management, and information management. BFP also serves as an innovation centre for the Branch and is the leading division for representing and advocating AFR interests.

AFR Technical Services is comprised of approximately 20 specialists whose areas of expertise cover the key aspects of our development cooperation Program. Their scientific and technical advice contributes to the planning, implementation, monitoring and evaluation cycle of programs and projects. These scientific and technical specialists (S & T) also contribute to strategic planning exercises in the Branch and the Agency. The specialists also play an important role in ensuring the quality of S & T services provided to the Branch by external consultants.

In addition to contributing to the above, the Knowledge and Programming Unit is responsible for both supporting the Branch on policy and strategic programming issues focusing on aid effectiveness, AFR initiatives working in a program-based approach, and interacting with corporate branches in the development of Agency policy, guidelines, and tools on behalf of the Branch. Other activities include chairing Branch reflection committees and sharing experiences and lessons learned of AFR in working with international partners in Africa.

The Systems & Operations Unit supports branch strategies. This Unit helps ensure the availability of technical tools and effective systems and processes in order to manage information in support of decision-making. Information and technology management and communications support at Headquarters and in the field are also part of the Unit's activities. The Unit also helps implement the strategy to strengthen the presence of Africa Branch and the Agency in the field.
Topics: Policy development, Strategic planning, Development of sector/thematic frameworks, Aid resource allocation, Information Management.
Program Record Number: CIDA BFP 4202

Integrated Business Management Division

Description: The Integrated Business Management Division provides professional and managerial leadership for the Africa Branch in terms of business policies, practices and services, the provision of analysis and advice on stewardship of branch financial and non-financial resources to support sound decision making. The Division is also responsible for providing, under a shared services model, management services, advice and guidance to Canada Corps for financial management and contracts management.

The Integrated Business Management Division is responsible for the development and implementation of branch business strategies and approaches ensuring their alignment with corporate and branch objectives and initiatives. The Division provides branch level business services and advice in relation to integrated business management, planning and coordination of human resource management services, financial and expenditure management, contracting management, operational planning, accommodation, logistical support and general administrative services in Canada and missions abroad. The Division is also responsible for the management of the operational budget (salary and non-salary) for Africa Branch and services and advice to Canada Corps in this regard.

The Division consists of specialists in administrative, financial and contracting services that contribute a wide-ranging background of knowledge and experience. The team gives professional and impartial advice and guidance to the Vice President, directors, managers, project

officers to support them in the management of their development programs and projects. Additionally, they coordinate and report on the training and development program tailored to the needs of the Branch and provide overall branch level human resources planning, monitoring and reporting.
Topics: Financial planning and expenditure management framework and services for the aid and operating budgets, contract management framework, services and advice, integrated business planning and advice, human resources management and administrative services.
Program Record Number: CIDA BFX 4205

West and Central Africa Division
The West and Central Africa Division within CIDA's Africa Branch is headed by a Director General and is subdivided into six programs. Three of these are programs in enhanced partnership countries: Senegal, Mali and Ghana. The remaining programs include the Central Africa Program, which incorporates the Great Lakes region of Africa, the Gulf of Guinea Program and the Strategic Planning and Operations Management Group which incorporates the West Africa Regional Integration Program.

Strategic Planning and Operations Management
Description: The Strategic Planning and Operations Management Group includes the West Africa Regional Integration Program and the knowledge sharing function. It supports the Director General on strategic decisions and related day-to-day operations and provides regional analysis for Central and West Africa, corporate services, program and financial administration, and management of operations and resources. The objectives of the knowledge sharing function are to facilitate the integration of knowledge sharing into the division's operations. The West Africa Regional Integration Program aims to reduce poverty in the region by supporting regional cooperation and integration. The program provides support to regional institutions involved in social development, local governance, economic growth and the management of renewable resources.
Topics: West Africa, strategic planning and operations management, regional analysis, financial and administrative management, program development support, knowledge sharing, communication, Poverty reduction, basic human needs, regional integration, economic growth, renewable resources, social development, local governance.
Program Record Number: CIDA BFS 4310

Central Africa and the Great Lakes Program
Description: The region is composed of: (i) two core programming countries, Cameroon and Rwanda; (ii) one country in transition: the Democratic Republic of Congo (DRC); and (iii) sub-regional initiatives supporting peace and security in the Great Lakes Region of Africa. The focus of the Cameroon Program under the Cooperation Strategy updated and approved in 2003 is on issues linked to good governance on three levels: central government, sectoral governance and civil society; and the forest sector in the wider context of rural development. As well, some projects within the area of development of human resources are being implemented. The focus of the Rwanda Program is on supporting poverty reduction through rural development and governance/decentralization initiatives, with gender equality, environment and HIV/AIDS as crosscutting themes. CIDA's interim DRC Program is currently being updated to respond to the encouraging recent developments in the DRC through programming focusing on support for good governance within the context of the transition to democracy. In addition, some projects in the area of rehabilitating basic social and economic services are currently being implemented, with the promotion of gender equality and the participation of Congolese women as a crosscutting theme. The Central Africa and Great Lakes Program is also involved in several regional initiatives that are aimed at promoting durable peace and security in the Great Lakes region, and it worked in 2004-2005 with other Government departments in the establishment of an integrated "3 D +" (Diplomacy, Defence, Development) vision to support the DRC's transition. CIDA's bilateral initiatives in the DRC and the Great Lakes region are complemented by important disbursements in humanitarian assistance, provided by CIDA's Multilateral Branch.
Topics: Cameroon, Rwanda, Democratic Republic of Congo, Gabon, Burundi, Chad, Central African Republic, Republic of Congo, Sao Tome, Equatorial Guinea, Great Lakes Region of Africa; Eritrea, Kenya, Madagascar, Cameroon, Rwanda, Democratic Republic of Congo, Burundi, Chad, Republic of Congo, Great Lakes Region of Africa; Good governance, rural development, development of human resources, poverty reduction, gender equality, HIV/AIDS, rehabilitating basic social and economic services, durable peace and security.
Program Record Number: CIDA BFG 4287

Gulf of Guinea Program
Description: The Gulf of Guinea Program is responsible for managing CIDA's bilateral development assistance programs in Benin, Burkina Faso, Ivory Coast, Guinea, Niger and Nigeria as well as the Sahel Regional Program. CIDA reopened the Nigeria Program in 1999 following the return to civilian rule. Since then, the Program has focused its efforts in the sectors of health, environment and agriculture. In their 2001 bilateral consultations, the governments of Canada and Burkina Faso agreed to contribute to poverty reduction through the development of the human resources and productive potential of Burkina Faso. Burkina Faso became a partnership country in April 2005. CIDA focuses on two key sectors in Burkina Faso: basic education and local economic development. Similarly, education is the focus of CIDA's assistance in Niger. The bilateral programming in Benin focuses mainly on the sanitation in urban environment, as well as the reinforcement of the Good governance sector. The bilateral aid provided by Canada to Guinea focuses on poverty alleviation through capacity building and support to Basic Human Needs. Bilateral programming in Côte d'Ivoire focuses on promoting democratic development. The Sahel Regional Program supports a limited number of multicountry projects in areas such as child protection and immunization. This program is gradually being phased out in favour of the West Africa Regional Integration Program (see Strategic Planning and Operations Management above).
Topics: Morocco, Algeria, Tunisia, Jordan, West Bank/Gaza, Lebanon, Yemen, Egypt, Iraq – Peace, development of democratic institutions, poverty reduction, capacity building, education.
Program Record Number: CIDA BFM 4256

Senegal Program
Description: Senegal, one of CIDA's countries of concentration, takes a strong leadership role in its own development process, coordinating and working closely with its international partners in a wide range of sectors. Its poverty reduction strategy forms the basis for its development cooperation programs, including major programs in education and health. CIDA's bilateral assistance focuses mainly on basic education and local economic development while supporting crosscutting themes related to gender, environment, governance and decentralisation. The goal is to help the people of Senegal, especially the poor and women, to develop self-sufficiency and take charge of their own development.
Topics: Senegal; Poverty reduction, basic education, social services, growth of household income, decentralization.
Program Record Number: CIDA BFN 4200

Mali Program
Description: Canada is a prominent donor in Mali, providing official development assistance since 1972. Mali is one of CIDA's countries of enhanced partnership. CIDA's current bilateral program supports and is fully in line with Mali's poverty reduction strategy. It focuses on improving access to basic social services (basic health and education), increasing household income, and promoting peace and security, good governance, and the rule of law. An increasing part of CIDA's programming in Mali is directly supporting national government programs in those sectors.
Topics: Mali; Poverty reduction, basic education, health, social services, growth of household income, good governance, rule of law, basic human needs.
Program Record Number: CIDA BFR 4234

Ghana Program
Description: CIDA's development assistance program in Ghana is based on the country's poverty reduction strategy and covers three important sectors: water, food security, and governance. Poverty reduction is the strategic objective of Canada's bilateral program in Ghana and assistance places an emphasis on the three northern regions of the country. Programming in basic human needs concentrates on access to safe water in rural areas and improved food security. Assistance in governance includes enhancing the capacity of local and central governments to plan and deliver poverty reduction programs, and building up the capacity of district assemblies and participation of local communities in the process. Canadian support to Ghana's poverty reduction strategy includes an important program of general budget support to the Government of Ghana in close cooperation with other donors. Ghana is one of CIDA's countries of concentration.
Topics: Ghana; basic human needs, water, food security, and governance.
Program Record Number: CIDA BFW 4253

East, Horn and Southern Africa Division
Description: The East, the Horn and Southern Africa Division is responsible for bilateral programming in three enhanced partnership countries: Ethiopia, Mozambique and Tanzania as well as a country of regional significance: South Africa. Additionally, it manages bilateral

programming in the following countries throughout East Africa, the Horn sub-region, and Southern Africa: Kenya, Malawi, Zambia, Sudan, Uganda, and Zimbabwe. Angola, Botswana, Comoros, Djibouti, Eritrea, Lesotho, Madagascar, Namibia, Seychelles, Somalia and Swaziland are eligible for humanitarian assistance and food aid.

Many of the region's major development challenges correspond to CIDA's priorities and include: the devastating effects and disproportionate challenges of the HIV/AIDS pandemic, food security, poverty reduction, private sector development, education, health, and gender equity. The regional dimension is taking on a special importance due to the desire to deal with transboundary issues in an efficient manner. The Regional East, Horn and Southern Africa Program aims to reduce poverty in the region by providing support to regional institutions in their initiatives toward regional cooperation and integration.

At the national level, the Ethiopia, Mozambique and Tanzania programs support a few key priorities identified in each country's own national poverty reduction plans - in Ethiopia: food security, and governance/capacity building; in Mozambique: basic education, HIV/AIDS and health, rural development, and governance, and in Tanzania: basic education, private sector development, HIV/AIDS, and good governance. The general objectives of the bilateral programming in the remaining countries of the sub-region are: 1) to promote regional peace and security; 2) to improve democratic development, good governance and human rights; 3) to support education; 4) to help reduce HIV/AIDS prevalence and enhance health systems; and 5) to promote gender equity.
Topics: Ethiopia, Tanzania, Comoros, Djibouti, Eritrea, Kenya, Madagascar, Seychelles, Somalia, Sudan, Uganda, Mozambique, Malawi, Zambia, Zimbabwe, Botswana, Lesotho, Swaziland, Namibia, Angola, South Africa; Peace and security, governance and democratic development, education, HIV/AIDS, gender equity, food security, poverty reduction, human rights, regional cooperation, economic development, natural resources management, environment.
Program Record Number: CIDA BFO 4270

The Canada Fund for Africa
Description: The $500 million Canada Fund for Africa, launched at the G8 Kananaskis Summit, demonstrates Canadian commitment to the New Partnership for Africa's Development (NEPAD) and the G8 Africa Action Plan. NEPAD, the first development plan for the continent to originate in Africa, has been endorsed by all 53 member countries of the African Union. It identifies good governance and conflict prevention as preconditions to progress in Africa; and it outlines a new, more equal relationship with industrialized countries. The Canada Fund for Africa was created by an Act of Parliament; the Minister of International Cooperation was designated by Order in Council as responsible for the Fund, which is managed within CIDA. The Fund focuses on Panafrican and regional programming and supports activities that have strategic, long-term benefits, such as access to international markets. The Fund also supports the African Peer Review Mechanism, one of the most compelling and innovative features of the NEPAD, that involves a voluntary process of self-assessment, peer dialogue, and sharing of best practices. The Fund is designed to support predominantly large-scale programs that have the potential for major impact on sustainable development in Africa. The initiatives of the Fund support African development in such areas as governance, peace and security (15%); health (22%); agriculture, environment, and water (28%); economic growth through trade and investment (24%); and information and communication technologies (7%). The Fund complements ongoing CIDA bilateral, multilateral and regional programming to Africa. It also complements other Government of Canada initiatives, including: the elimination of all tariffs and quotas on most imports from least-developed countries, 34 of which are in Africa; and legislative changes providing Africans with access to more affordable life-saving drugs for HIV/AIDS, malaria, and other major diseases.
Topics: NEPAD, African Union, African Development Bank, G8, Canada Fund for Africa; agriculture, digital divide, economic growth, environment, food security, governance, health, HIV/AIDS, investment, peace and security, polio, trade, water, youth.
Program Record Number: CIDA BFF 4315

Pan-Africa Program Division
Description: The Pan-Africa Program seeks to foster the establishment of a network of strong and capable regional and sub-regional institutions and organizations that take ownership of Africa's development and contribute to a more united and integrated continent, capable of ensuring peace and security and sustainable socio-economic development.

Its foremost strategy is to strengthen the development of Africa's own regional and sub-regional organizations and institutions so that they may design solutions and marshal the political support required to remove critical barriers to Africa's development and security and effectively address challenges that extend beyond the boundaries of individual countries. The Program also supports inter-regional cooperation in seeking innovative solutions to continental and/or multi-regional problems, in the areas of health, primary education, private sector development, environmental sustainability and governance, the common theme to each initiative being the strengthening of Africa's institutional governance.
Topics: Inter-regional cooperation and integration, governance, health, education, private sector development, environmental sustainability.
Program Record Number: CIDA BFT 4244

Americas Branch

Caribbean Program

Description: The Commonwealth Caribbean Program assists Caribbean countries to strengthen their governance systems, to remain competitive in an increasingly liberalized global economy, to strengthen their environmental/disaster management capabilities and to address social issues such as HIV/AIDS and basic education. The Program also emphasizes support to projects, which promote regional co-operation and integration to increase self-reliance. The Program is organized around two country-specific programs (Jamaica and Guyana), a sub-region program in the Eastern Caribbean (focuses mainly on Grenada, St. Vincent/Grenadines, Dominica, St. Lucia, Antigua/Barbuda, St. Kitts/Nevis), and a Caribbean Regional program (taking in Trinidad and Tobago, Barbados, Montserrat, Belize, the British Virgin Islands, Anguilla and Suriname, along with the remaining Commonwealth Caribbean states).
Topics: Jamaica, Guyana, Grenada, St. Vincent/ Grenadines, Dominica, St. Lucia, Antigua/Barbuda, St. Kitts/Nevis, Trinidad, Tobago, Barbados, Montserrat, the British Virgin Islands, Anguilla, Suriname; Governance, global economy, environment, HIV/AIDS, education, regional integration.
Program Record Number: CIDA BMB 4429

Haiti, Cuba and the Dominican Republic

Description: In a context of a fragile state the Haiti program, aims to bring the country towards long-term development by reinforcing the system of state control and civil society. The following priority sectors are: to address basic human needs (education and health), to support economic growth (access to credit, local development and access to electricity) as well as to consolidate democracy (governance, justice, security). The Cuba Program aims to provide assistance to the ongoing modernization of the state which covers economic, industrial and environmental sub sectors; promote civil society and participatory development; and remain active in the health sector. CIDA's role in the Dominican Republic is limited to the Canada Fund for Local Initiatives and to mechanisms of the Canadian Partnership Branch. In addition, Haiti and the Dominican Republic benefit from CIDA regional programs.
Topics: Haiti, Cuba, Dominican Republic; Basic human needs, economic growth, democracy, civil society, health sector.
Program Record Number: CIDA BMH 4449

Central America Program

Description: CIDA's bilateral program currently covers Honduras, Nicaragua, Guatemala and El Salvador and will graduate from Costa Rica this year. These countries plus, Belize, Panama and Mexico receive assistance from Canadian civil society partners and also through Canada Funds for Local Initiatives. The Central America Program is focussed primarily on Honduras and Nicaragua as 2 of CIDA's 25 key development partners. Programming themes include governance, health, education, private sector development, environmental sustainability and gender.
Topics: Honduras, Nicaragua, Costa Rica, Guatemala, El Salvador, Panama, Mexico, Belize; Governance, health, education, private sector development, environmental sustainability, gender.
Program Record Number: CIDA BML 4403

South America Program

Description: The main objectives are: to assist in the reduction of poverty, to support reform processes key to the countries' economies, to help strengthen the capacities of key institutions, and to support partnerships between Canadian and South American institutions. The main sectors targeted are governance, education, health, and private sector development. The Program concentrates its bilateral activities in the poorest countries such as Bolivia. Bilateral activities are also underway in Peru, Colombia and Ecuador. In Brazil and the four countries of the Southern Cone (Argentina, Chile, Uruguay and Paraguay), CIDA contributes to the achievement of greater equity through the sharing of Canadian models or practices with

strong and competent partner organizations that can adapt the know-how to resolve their country's pressing development challenges. Programming themes include health, governance and labor. Our Programs contribute to make social policies more participatory, equitable, effective and efficient.
Topics: Bolivia, Peru, Columbia, Ecuador Argentina, Chile, Uruguay, Paraguay; Health, governance, labor, social policies, Reduction of poverty, reform processes, institutional strengthening.
Program Record Number: CIDA BBC 4414 and CIDA BMI 4413

Inter-American Program
Description: The Inter-American Program is responsible for regional and hemispheric programming. It aims to support the enhanced participation of civil society groups, to promote hemispheric cooperation and to facilitate the transfer of Canadian expertise. Support is provided to organizations such as: the Organization of American States (OAS) which is committed to democracy and brings together all 35 independent countries of the western Hemisphere to strengthen cooperation and advance common interests; to the Pan-American Health Organization (PAHO) for health programming on a hemisphere to the Inter-American Organization of Higher Education (IOHE), an international NGO based in Quebec City whose membership comprises over 350 universities and colleges from the Americas; to the Canadian Foundation for the Americas (FOCAL), a Canadian knowledge-based policy centre; to civil society groups involved in promoting dialogue on policy issues; and to other inter-American agencies responsible for promoting governance, human rights, child rights, and gender equality. Important new initiatives include the Indigenous Peoples Partnership Program and trade-related technical assistance to support small economies in Latin America and the Caribbean to prepare for trade negotiations and to implement trade agreements.
Topics: South America, Central America, Caribbean; Civil society, hemispheric cooperation, education, governance, health, human rights, child rights, gender equality.
Program Record Number: CIDA BMI 4454

Policy, Strategic Planning and Management
Description: The Policy, Strategic Planning and Management Division provides advice and managerial support to the Branch in the identification, planning and implementation of programs and projects; and co-ordinates corporate studies and exercises on behalf of the Branch. The Division also provides technical expertise in poverty sectors. The Strategic Planning Unit elaborates and evaluates the policies, programs and systems that allow the Branch to fulfill its mandate and provides advice and support to the Branch in regard to the Agency's development priorities. The Unit is responsible for performance review, result-based management, knowledge development and learning. Strategic management responsibilities and services include: support for programming through the development of current program and project delivery processes, procedures and tools; advice on program delivery issues; financial, contractual, human resources and administrative issues; information management within the Branch, contributing to the development of corporate systems and their implementation to ensure that they meet Treasury Board requirements.
Topics: Managerial support, identification/planning/ implementation of projects, corporate studies, technical expertise, policies/ programs/systems evaluations, performance review, result based management, knowledge, and learning.
Program Record Number: CIDA BMM 4401.

Asia Branch

Geographic Program Division - Afghanistan
Description: Program Divisions are responsible for the management of development co-operation activities with one or more recipient countries. Afghanistan is a special case where cooperation between CIDA, the Department of Foreign Affairs and International Trade and the Department of National Defence has been key to a comprehensive effort where CIDA responds to the priorities of the Afghan Government through (i) the Afghanistan Reconstruction Trust Fund which is a donor pool of funds managed by the World Bank, designed to finance the Govt. of Afghanistan's budget; and (ii) UNDP fund for security related issues like ammunition destruction and demining activities.
Program Record Number: CIDA BSK 4125

Geographic Program Division - Bangladesh
Description: Program Divisions are responsible for the management of development co-operation activities with one or more recipient countries. Focus is on health and education; support for legal reforms/democratization; and private sector development for small and medium enterprises, which are critical for poverty reduction and economic growth.
Program Record Number: CIDA BSB 4122

Geographic Program Division – Cambodia
Description: The program supports democratization, especially through parliamentary strengthening and capacity building in public sector institutions as well as enhancing opportunities for increased rural entrepreneurship and improved rural livelihoods.
Program Record Number: CIDA BSW 4108

Geographic Program Division – China
Description: The program contributes to human rights and democratic development through cooperation focusing on rule of law, including legal, judicial, governmental and legislative institutions and environmental sustainability. Key feature of upcoming programming will be helping China to implement its international human rights and environmental obligations.
Program Record Number: CIDA BSC 4130

Geographic Program Division – Indonesia
Description: The goal is to support Indonesian efforts to reduce vulnerability to poverty through support for decentralization process with a view to increase the quality of social services, particularly in the health sector; the promotion and development of small and medium enterprises; and improve access and management of natural resources to benefit the poor.
Program Record Number: CIDA BSE 4127

Geographic Program Division – Nepal
Description: The program aims to address the root causes of the conflict and mitigate its impact on vulnerable rural populations by focusing on increasing gender equality, enhancing minority rights and improved sustainable livelihoods. Preventive health, income generation and democratization form the sectoral components of the program.
Program Record Number: CIDA BSI 4117

Geographic Program Division – Pakistan
Description: The program contributes towards effective and equitable democratic practices in support of the government's decentralization efforts; seeks to enhance the quality and delivery of basic education and primary health care and particularly access to these services by the female and rural populations; and improving gender equality.
Program Record Number: CIDA BSK 4124

Geographic Program Division – Philippines
Description: The program focuses on supporting models of effective and participatory local government; assisting national level government departments and the judiciary to mitigate corruption, enhance efficiency and promote a more favorable business climate; and, helping create employment and income through supporting the development of small and medium enterprises.
Program Record Number: CIDA BSG 4128

Geographic Program Division – Sri Lanka
Description: Addressing the root causes and effects of the conflict through programming in human rights, gender equality, and economic recovery through private sector development targeting the poorest, most vulnerable groups. Tsunami reconstruction programming (2005-2009) will address, in addition, environmental rehabilitation and management; and support for the recovery of fishing communities.
Program Record Number: CIDA BSI 4118

Geographic Program Division – Vietnam
Description: Program support is directed to legal and judicial reform and inputs to policy reform and institutional capacity development across a range of ministries. In basic education, support is aimed at educational improvements for disadvantaged children. Private sector development programming incorporates agriculture and rural development initiatives to encourage small and medium enterprise development. Activities are also targeted at supporting an enabling environment by assisting Vietnam's banking reforms.
Program Record Number: CIDA BSW 4112

Geographic Program Division – India
Description: Program Divisions are responsible for the management of development co-operation activities with one or more recipient countries. Focus is on health and education; support for legal reforms/democratization; and private sector development for small and medium enterprises, which are critical for poverty reduction and economic growth.
Program Record Number: CIDA BSI 4116

Geographic Program Division – Laos
Description: Program Divisions are responsible for the management of development co-operation activities with one or more recipient countries. Focus is on health and education; support for legal reforms/democratization; and private sector development for small and medium enterprises, which are critical for poverty reduction and economic growth.
Program Record Number: CIDA BSW 4109

Geographic Program Division – Malaysia
Description: Program Divisions are responsible for the management of development co-operation activities with one or more recipient countries.

Focus is on health and education; support for legal reforms/democratization; and private sector development for small and medium enterprises, which are critical for poverty reduction and economic growth.
Program Record Number: CIDA BSW 4110

Geographic Program Division - Southeast Asia Regional Program
Description: Program Divisions are responsible for the management of development co-operation activities with one or more recipient countries. Focus is on health and education; support for legal reforms/democratization; and private sector development for small and medium enterprises, which are critical for poverty reduction and economic growth.
Topics: This includes the South Pacific Program and Timor Leste); Bangladesh Division; Pakistan and Central Asia Division; and Bhutan Division.
Program Record Number: CIDA BSY 4105

Geographic Program Division – South Pacific Division
Description: Program Divisions are responsible for the management of development co-operation activities with one or more recipient countries. Focus is on health and education; support for legal reforms/democratization; and private sector development for small and medium enterprises, which are critical for poverty reduction and economic growth.
Program Record Number: CIDA BSE/G 4129

Geographic Program Division – Thailand
Description: Program Divisions are responsible for the management of development co-operation activities with one or more recipient countries. Focus is on health and education; support for legal reforms/democratization; and private sector development for small and medium enterprises, which are critical for poverty reduction and economic growth.
Program Record Number: CIDA BSW 4111

Strategic Planning and Policy Division
Description: The main activities of the Strategic Planning and Policy Division include regional and sectoral analysis, policy development, coordination with other CIDA branches, and the provision of scientific and technical support to project activities undertaken by the program divisions. Country and sectoral analysis, leading to the identification of issues and development of policy, is the basis for the formulation of coherent branch strategic plans and divisional programming initiatives and is linked to the corporate planning system. The Division acts in concert with Agency corporate functions to maintain broad coherence between Branch and Agency priorities and direction.
Topics: Regional and sectoral analysis, policy development, scientific and technical support.
Program Record Number: CIDA BSP 4101

Strategic Management Division
Description: The division provides training, technical expertise and managerial support to the branch in the identification, planning and implementation of programs and projects as well as performance review and reporting. Technical expertise is provided in the areas of financial management, contracting and contracting management, management systems and practices, results-based management and information technology and management.
Topics: Training, technical expertise, managerial support.
Program Record Number: CIDA BSR 4102

Human Resources and Corporate Services Branch

Human Resources Division
Description: This division seeks to make it easier to introduce major changes within CIDA, as described in CIDA's Sustainable Development Strategy. It manages the development, implementation, monitoring and reporting of strategies, plans, policies, programs, initiatives and services related to the human resources sector, such as staffing, classification, organizational development, official languages, labor relations, employment equity, including awards and recognition; supports CIDA's new vision by establishing a continuous learning system based on innovative ways of sharing and managing knowledge which includes supporting knowledge networks and building the capacities of employees; conducts recruitment campaigns to bring new employees to CIDA and to build their capacities; and also advises management to meet CIDA's human resources' requirements. It comprises four sections: Labor Relations, Compensation and HR Systems; Continuous Learning; Human Resources Operations; and Organizational Development Services.
Topics: CIDA's Strategy for Managing its People; Staffing; Classification; Organizational Development; Official Languages; Labor Relations; Compensation; Employment Equity; Continuous Learning; Organizational Development.
Program Record Number: CIDA NDG 1505

Finance Division

Description: This division provides financial services to the Agency. It develops and interprets financial policies; maintains the SAP Agency Information System for the finance modules; provides support to branches' financial officers; audits CIDA's partners' compliance with the terms and conditions of contracts and contribution agreements; conducts financial risk assessments of CIDA's partners' financial viability; carries out the full range of CIDA's accounting and financial reporting operations; manages the Agency's budget and financial control processes, including expenditure analysis; coordinates and prepares Treasury Board Submissions; manages the salary forecasting system and overall cash management at CIDA. It comprises three sections: Resources Management; Financial Policies and Systems; and, Financial Services.

Topics: Contract and Contribution Audit Services; Financial Risk Assessment; Resource Management; Corporate Planning; Budgetary Control; Financial Reporting; Financial Training; Accounting Operations and Verification Services; and, Treasury Board Submissions.

Program Record Number: CIDA GFD 1518

Contracting Management Division

Description: This division develops appropriate contracting policies, processes, reporting mechanisms, quality assurance systems and monitoring to ensure the integrity and transparency of contracting activities within the Agency. It provides contracting services to four branches; makes presentations and explains the contracting process and business opportunities to CIDA's Canadian Partners; develops and interprets for CIDA and executing agencies the Technical Assistance Regulations; and, administers the allowances and the benefits for students, trainees and cooperants in the field. It comprises four sections: Contracting Policy; Corporate Contracting Operations; Technical Assistance; and External Business Relations.

Topics: Contracting Policies; Agency Corporate Contracting; External Business Relations; Business Opportunities with Partners; Management of Technical Assistance (benefits and allowances), Technical Assistance Regulations.

Program Record Number: CIDA CMD 1525

Administrative and Security Services Division

Description: This division provides the Agency with services in the following areas: telecommunications, accommodation, storage, procurement, maintenance and repair of facilities' materiel, audio-visual services, mail services, room reservations system management, ergonomics, security services, emergency measures management, health and safety in the workplace, information technology security, and Greening of CIDA's internal operations program. It comprises two sections: Accommodations and Facilities and Security Services.

Topics: Telecommunications; Office Accommodation; Audio-Visual Services; Mail Services; Room Reservations System; Security Services; Security Investigations; Business Continuity Planning; Greening of CIDA's Internal Operations.

Program Record Number: CIDA NAS 1513

Management Services Division

Description: This division provides management services and advice to the branch in the areas of administration, human resources, contracting, finance and systems information management. It also provides administrative support and services for branch-wide activities.

Program Record Number: CIDA MSD 1504

Information Management and Technology Branch

Office of the Chief Information Officer

Description: The CIO provides leadership, strategic direction and policy advice to the President, Executive Committee and the Branch, in relation to information management and information technology at CIDA. The CIO also acts as principal liaison with other government departments to ensure harmonization of CIDA's approach with the rest of the GoC.

Topics: Direction, managing resources, building alliances within/outside.

Program Record Number: CIDA CIO 1530

Strategic Planning Division

Description: This Division leads the development of the Agency's strategic and tactical plans for IM/IT, which support CIDA's corporate priorities. It helps the branch achieve common direction and shared goals by working collaboratively to provide advice, tools, frameworks, architectures, and standards and processes, which aid in effective delivery of products and services. The Division also monitors work progress in support of management decision-making.

Topics: Strategic plan for priorities, tactical planning, coordinates plan/performance, quality management, risk assessment.

Program Record Number: CIDA CSPR 1530

Client Services and Solutions Division
Description: This Division's main focus is to support CIDA's programs and services by developing automated solutions that facilitate delivery of CIDA's mandate. It liaises with the Agency's program and corporate services to address operational, legislative, and business requirements through automated systems and sound information management. Services provided include: functional and information needs analysis, requirements gathering, application design and development, quality assurance and application support.
Topics: Business side manages planning/delivery of major projects, functional specifications for business requirements, supports staff.
Program Record Number: CIDA IBS 1530

Information Management and Corporate Reporting Division
Description: This Division develops and directs the corporate information management function to ensure proper management of information throughout its lifecycle (e.g. developing policies, standards and guidelines as well as specifying information and reporting requirements and designing the information architecture). It is also responsible for providing specific corporate services including library services and producing specific corporate reports.
Topics: Ensures information is properly managed in its cycle, library services, and specific corporate reports.
Program Record Number: CIDA ISMD 1530

Infrastructure Services Division (ISD)
Description: This Division is responsible for architecting, developing, implementing and maintaining a secure, robust, sustainable and cost-effective production environment. Consisting of hardware and application infrastructures, this environment is based on CIDA's current and evolving business needs and is aligned with policies and standards, e.g. CISD, OGD and best practices.
Topics: Architecting, developing, implementing, and maintaining a technology infrastructure.
Program Record Number: CIDA ITD 1530

Management Services Division
Description: This Division is responsible for overall management of the financial, human, physical and information resources of the branch, for procurement of IT goods for the Agency and coordination of procurement of IM/IT services.
Topics: Financial, human, physical, Information resources.
Program Record Number: CIDA MSD 1530

Communications Branch

Public Environment
Description: This section analyses public environment, including public opinion research, and evaluates communications products, vehicles and activities.
Topics: Analysis of public environment/public opinion, evaluates communications products/ vehicles/activities, liaison CIDA/other departments.
Program Record Number: CIDA PE 2218

Planning Services
Description: This section supports the communications planning process for the Agency; provides strategic communications advice to the Minister and the President, as well as to the Communications Branch and to the managers and officers of the assigned client branch; develops and maintains working relationship on communications with key partners from the public and private sectors.
Topics: Communications planning process, strategic communications advice, working relationship on communications.
Program Record Number: CIDA PS 2208

Corporate Communications
Description: This section is responsible for media relations, speech writing, media monitoring, ministerial briefings, regional events and parliamentary programs.
Topics: Media relations.
Program Record Number: CIDA CCD 2209

Internal Communications
Description: This section is responsible for the creation, management and dissemination of corporate information within CIDA.
Topics: Corporate information.
Program Record Number: CIDA IC 2207

Creative Services
Description: Creative Services oversees the production of CIDA's printed communications products, as well as the Photo Library and storage of CIDA's principal publications. High-quality communications tools provided include writing and editing services, graphic design, and external printing. The Photo Library will provide a catalogue, upon request, of its large inventory of international development pictures.
Topics: publications, photo library, exhibits.
Program Record Number: CIDA CSD 2214

Web and New Media
Description: This section manages the publishing of content on CIDA's public Internet site, as well as the internal news service on the Agency's Intranet. The division is also responsible for managing online consultations, and providing web content to Government of Canada portals and international partners, such as the World Bank.
Topics: Public Internet site, internal news service/ intranet, online consultations, web.
Program Record Number: CIDA WNM 2215

Public Information
Description: The mandate of the Public Information Service is to inform and sensitize the Agency's various audiences about CIDA, official development assistance, and international Development.
Topics: Inform/sensitize Agency's various audiences.
Program Record Number: CIDA PI 2204

Development Information Program
Description: The Development Information Program (DIP) supports the development of mass media and educational initiatives aimed at increasing awareness and understanding of international development and cooperation issues among Canadians. Applicants to the program include Canadian private sector firms, non-government organizations and institutions, schools and school boards, teachers' associations, individual teachers, filmmakers and journalists. DIP has three main components: the Mass Media, Global Classroom and Journalism and Development initiatives.
Topics: Mass Media, Global Classroom, Journalism/Development initiatives.
Program Record Number: CIDA DIP 2217

Youth and Educational Outreach
Description: This section encourages Canadian youth to be active global citizens through youth outreach and engagement initiatives which reach youth directly and others that are delivered through educational and non-government partners and intermediaries.
Topics: CIDA Speakers Program, Youth Speakers Program, Butterfly 208 Youth Contest, Youth Zone web site, youth and educational workshops and presentation.
Program Record Number: CIDA SP 2216

Public Awareness and Engagement
Description: This section's mandate is to support CIDA's goals of engaging Canadians as active global citizens to support poverty reduction. This section is responsible for reviewing the communications aspect of CIDA's public engagement strategy and to implement outreach activities.
Topics: Review communications aspect; implement outreach activities.
Program Record Number: CIDA PE 2216

Management Services Division
Description: This section is responsible for providing the branch with services in the areas of finance, administration, contracting, and information management.
Topics: Finance, administration, contracting, information management.
Program Record Number: CIDA MS 2202

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Accounts and Accounting

Administration and Management Services

Audits

Automated Document, Records and Information Management Systems

Budgets

Classification of Positions

Employment and Staffing

Finance

Furniture and Furnishings

Hospitality

Human Resources

Occupational Health, Safety and Welfare

Official Languages

Personnel

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Staff Relations

Travel

Training and Development

Vehicles

Particular Personal Information Banks

Human Resources and Corporate Services Branch

Accounts Payable and Receivable

Description: Accounting data on commitments, payments and accounts receivable are available from the information system maintained by the Agency. The purpose of this data bank is to monitor and control all payments as well as accounts receivable.
Class of Individuals: Employees, suppliers, companies, consultants, etc.
Purpose: Information needed to initiate and control payments and monitor accounts receivable.
Consistent Uses: These files are used to pay the invoices from suppliers.
Retention and Disposal Standards: Payment files are kept for six years, after which they are destroyed, with the authorization of the Archivist. The data from the Agency Information System is available since its creation.
RDA Number: 2000/008
Related PR#: CIDA GFD 1518
TBS Registration: 003422
Bank Number: CIDA PPU 0150

The Human Resources Inventory of Individuals Interested To Be Assigned Overseas as Cooperants

Description: The databank consists of personal data, academic qualifications and experience of individuals who have registered for an overseas assignment, as a cooperant. This data bank is used to select candidates having the appropriate skills and experience to work on CIDA projects as cooperants. It may also be used to assist international development organizations in identifying suitable candidates. The registration forms and files of these individuals are updated annually and are kept for ten years after the last correspondence.
Class of Individuals: Cooperants.
Purpose: Data bank used as a current inventory to respond to needs of developing countries.
Consistent Uses: These files are used for the selection of cooperants for overseas assignments.
Retention and Disposal Standards: The forms and the files are kept for ten years, after which they are destroyed, with the authorization of the Archivist. The inscriptions in the computer inventory are updated on request.
RDA Number: 2000/008
Related PR#: CIDA CMD 1525
TBS Registration: 003421
Bank Number: CIDA PPU 0015

Youth Speakers Profiles

Description: These profiles contain the personal information of youths between the ages of 16 and 30 who have filled out an online application form to be a Youth Speaker. The files contain full name, mailing address, date of birth, gender, e-mail address, telephone and fax numbers, secondary and post secondary academics, past experience as a volunteer, recreational interests and hobbies, past internship experience (work experience), overseas experience (lived in or visited, working or volunteer) and finally, any other public speaking experience. The selection process will be through application forms and interviews. During the selection process, some reference checks may occur. The coordinates of the reference check (e-mail address and telephone number), as well as the opinions of the individuals that have been contacted will be in the youth's file. Any feedback on the youth's performance related to the speaking activity will be kept in the youth's file.
Class of Individuals: Youths between the ages of 16 and 30, and individuals whose names have been provided by youth applicants for the purpose of reference checks.
Purpose: The personal information is collected for CIDA to facilitate the identification of youth to participate in public speaking activities, in the vicinity where the youth speaker is from, whether it is their region, previous school, and if applicable, any outreach activities that previous sponsor organisations have provided for this youth. CIDA will be the link between organizations that request speakers and the youth speakers. CIDA will provide opportunities for individuals to attend activities that are already being organized by other groups.
Consistent Uses: Non-personal information may be used to generate statistical information to evaluate the program, i.e. the number of speakers, where the events took place, the number of Canadians reached.
Retention and Disposal Standards: Applicant profiles will be kept two years after the last activity on the file, and then destroyed.
RDA Number: 2000/008
Related PR#: CIDA SP 2216
TBS Registration: 006438
Bank Number: CIDA PPU 2217

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records, Information Management Systems

Business Continuity Planning (BCP)

Electronic Network Monitoring Logs

Executive Correspondence Management Systems

Hospitality

Internal Disclosure of Wrong Doing in the Work-Place

Relocation

Travel

Security Video Surveillance & Temporary Visitor Access Control Logs & Building Passes

Manuals

- A Results Approach To Developing The Implementation Plan (2001)
- BHN: A Participatory Approach for Strategic Planning (1998)
- CIDA evaluation guide/Jan. 2004
- International Policy Statement
- CIDA's Business Process Road Map
- CIDA's Social Development Priorities
- Guide for Managers in CIDA
- Cultural Dimensions of Sustainable Development: CIDA's Orientations and Initiatives (1998)
- Development Approach to Landmine-Affected Countries (1997)
- Directives for branches and divisions (describes the operational procedures)
- Evaluation for Proposals
- Food Aid Strategy (1999)
- Framework of Results & Key Success Factors/ March 2000
- Geographic Programs Road Map (electronic version only)
- Government of Canada Policy for CIDA on Human Rights, Democratization and Good Governance (1995)
- Guide to Gender-sensitive Indicators (1996)
- Guide for Procurement Risk Assessment and Mitigation
- Guide for the Recruitment of Cooperants
- Guidelines on Logistics and Transportation
- Environment Handbook for Community Development Initiatives (April 2005)
- Handbook on the integration of environmental considerations for proposals submitted to INC (2000)
- How to perform evaluations/Evaluation reports/ Jan. 2002
- How to perform evaluations/Evaluation workplan/Nov. 2000
- How to perform evaluations/Gender equality/ May 2001
- How to perform evaluations/Getting started/ March 2000
- How to perform evaluations/Information collection and analysis/Oct. 2001
- How to perform evaluations/Model abstracts/ April 2002
- How to perform evaluations/Model evaluation workplan/Jan. 2004
- How to perform evaluations/Model executive summaries/March 2002
- How to perform evaluations/Model TOR/April 2000
- How to perform evaluations/Participatory evaluations/March 2001
- How to perform evaluations/Sharing results/ August 2002
- How to Perform Evaluations: Gender Equality (2001)
- Integrating indigenous knowledge in project planning and implementation (2000)
- Knowledge Sharing Handbook: methods, meetings and tools (March 2004)

- Lessons Learned From Implementing Results-Based Management (RBM) in CIDA (1998)
- Management of Students and Trainees in Canada-Manuals for Executing Agencies
- Manager's Guide to CIDA Grants (Draft)
- Manager's Guide to Contribution Agreements
- Meaningful Youth Participation in International Conferences: A Case Study of the International Conference on War-Affected Children
- Memoranda to Cabinet: A Drafter's Guide
- Operations Guide CIDA-CAC
- Orders-in-Council for Crown Corporations
- Overseas Personnel Management: Handbook for Executing Agencies
- Procurement Handbook for Goods and Related Services
- Public Participation in Environmental Assessments in Developing Countries: Index of Useful Resources (1999)
- Questions About: Culture, Gender Equality and Development Cooperation (2001)
- Reports by Development Banks (World Bank, Inter-American Development Bank, African Development Bank, etc.)
- Reports by the Development Assistance Committee (DAC)
- Results-Based Management in CIDA: An Introductory Guide To The Concepts and Principles (1999)
- RMB Handbook On Developing Results Chains (2000)
- Standards for Bilateral project evaluations
- Technical Assistance Handbook (2005)
- The Design and Use of Capacity Development Indicators (1997)
- The Logical Framework: Making it Results-Oriented (1997)
- Strategic Environmental Assessment of Policy, Plan and Program Proposals: CIDA Handbook (2004)
- Gender Equality and Trade-Related Capacity Building: A Resource Tool for Practitioner
- CIDA's Policy on Gender Equality (March 1999)
- Accelerating Change: Resources for Gender Mainstreaming
- Gender Equality and Peacebuilding: An Operational Framework (April 1999)

Additional Information

Most of CIDA Manuals and Policies are now available on CIDA's Web site at www.acdi-cida.ca.

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Public Inquiries

Canadian International Development Agency
Communications Branch
Place du Centre
200 Promenade du Portage
Gatineau, Quebec K1A 0G4

Telephone: 819-997-5006

Pacific Regional Office

300 West Georgia Street, Suite 2000
Vancouver, British Columbia V6B 6E1

Telephone: 604-666-5697
Facsimile: 604-666-0954

Atlantic Canada Regional Office

104 Main. St., Unit 103, 4th Floor
Moncton, New Brunswick E1C 1H1

Telephone: 506-851-2204
Toll-free: 1-800-230-6349
Facsimile: 506-851-6429

C/O Industry Canada
World Trade and Convention Centre
1800 Argyle Street, 5th floor
Halifax, Nova Scotia B3J 2V9T

Facsimile: 902-426-5218

C/O Industry Canada, International Trade
10 Barter's Hill
P.O. Box 8950
St. John's, Newfoundland and Labrador
A1B 3R9

Telephone: 709-772-6600
Facsimile: 709-772-5093

Prairies Regional Office

Canada Place
9700 Jasper Avenue, Suite 725
Edmonton, Alberta T5J 4C3

Telephone: 780-495-7529
Facsimile: 780-495-4507

Reading Room

In accordance with the Access to Information Act, representatives from the Access to Information Unit may arrange for a reading room for requesters who may wish to examine records on CIDA premises. Arrangements will be done keeping in mind all physical security measures in place. Requesters may contact an advisor at 819-997-0846.

Canadian International Trade Tribunal

Chapter 41

General Information

Background

Bill C-110, which established the Canadian International Trade Tribunal (the Tribunal) and dissolved the Canadian Import Tribunal, the Tariff Board and the Textile and Clothing Board, received Royal Assent on September 13, 1988. Sections of the Canadian International Trade Tribunal Act (CITT Act) establishing the corporate structure of the Tribunal were proclaimed on September 15, 1988. Sections of the CITT Act giving the Tribunal operational responsibilities and dissolving the Canadian Import Tribunal, the Tariff Board and the Textile and Clothing Board came into force on December 31, 1988. Pursuant to the NAFTA Implementation Act, on January 1, 1994, the Tribunal became Canada's bid challenge authority in respect of federal government procurement, as contemplated under Article 1017 of the North American Free Trade Agreement (NAFTA). The Tribunal succeeds the Procurement Review Board of Canada in this capacity. The Tribunal also acts as the bid challenge authority under the Agreement on Internal Trade (AIT) and the Agreement on Government Procurement (AGP).

Responsibilities

The Tribunal is a quasi-judicial tribunal responsible for conducting dumping and countervailing injury inquiries, making inquiries and carrying out recommendations as directed and considering import safeguard complaints by domestic producers. It is empowered to deal with appeals from decisions of the Minister of National Revenue or the President of the Canada Border Services Agency (CBSA) involving mainly customs and excise matters. The Tribunal receives and decides complaints from Canadian, U.S. and Mexican suppliers that believe that the procurement process conducted by the Canadian federal government was not carried out in accordance with NAFTA, as well as complaints under the AIT and the AGP. The Tribunal also conducts investigations into requests from Canadian producers for tariff relief on imported textile inputs used in their production operations.

Legislation

- Canadian International Trade Tribunal Act, R.S.C. 1985 (4th Supp.), c. 47
- Customs Act, R.S.C. 1985 (2d Supp.), c. 1
- Excise Tax Act, R.S.C. 1985, c. E-15
- Special Import Measures Act, R.S.C. 1985, c. S-15

Organization

The Tribunal consists of a chairperson, two vice-chairpersons and not more than six other permanent members appointed by the Governor in Council. The Governor in Council may also appoint up to five temporary members, as required. The Tribunal is supported by the Research Branch, the Legal Services Branch, the Management Services Branch and the Secretariat.

Information Holdings

Program Records

Appeals
Description: Case files concerning appeals of decisions of the CBSA involving mainly customs and excise matters. Documents may include case briefs filed by parties and transcripts of hearings.
Topics: Appeals of an assessment or re-determination for federal sales tax or excise tax; appeals of whether imported goods are of the same description as goods subject to an injury finding or order issued by the Tribunal; appeals of tariff classification; value for duty; origin of goods imported from the United States and Mexico or Chile; extensions of time.
Access: File number or name of appellant.
Program Record Number: CITT TCCE 6205

Inquiries under the Special Import Measures Act (SIMA)
Description: Case files concerning inquiries into whether dumped or subsidized imports have caused, or are threatening to cause, material injury to a domestic industry and reviews of the Tribunal's findings and orders in respect of these inquiries. Documents may include questionnaire replies, the Tribunal staff report, submissions of parties

and the transcript of hearings.
Topics: Preliminary injury inquiries; final injury inquiries; public interest inquiries; requests for importer ruling; expiries; expiry reviews; interim reviews.
Access: File number or by subject goods.
Program Record Number: CITT TCCE 6255

Legal Research and Advice
Description: Information relating to legal advice, interpretation, research on legislation, legal precedents and international agreements relevant to the responsibilities of the Tribunal.
Topics: Rules and regulations; legal advice and opinions; legal precedents; agreements and acts and legislation.
Access: Subject.
Program Record Number: CITT TCCE 9000

Procurement Complaints
Description: Case information on inquiries into complaints by potential suppliers concerning federal government procurement covered by the various trade agreements. Documents include the complaint, the Government Institution Report and submissions from parties.
Topics: Complaints against solicitations and awards or proposed awards on a designated contract.
Access: File number or name of complainant.
Program Record Number: CITT TCCE 6249

References
Description: Case information concerning inquiries on economic, trade and tariff issues as referred to the Tribunal by the Governor in Council or the Minister of Finance. Documents may include questionnaire replies, the Tribunal staff report, submissions from parties and the transcript of hearings.
Topics: Inquiries into economic, trade or commercial matters.
Access: File number or subject.
Program Record Number: CITT TCCE 6245

Requests for Tariff Relief (Textiles)
Description: Case information on investigations into requests from Canadian producers for tariff relief on imported textile inputs that they use in production operations. Documents include the request, questionnaire replies, theTribunal staff report and submissions from parties.
Topics: Investigations; expiries; requests for review; reviews.
Access: File number or by name of requestor.
Program Record Number: CITT TCCE 6247

Research on International Trade Issues
Description: Information relating to the design, management, direction, implementation and timeliness of research and investigations undertaken in connection with Tribunal responsibilities.
Topics: Statistical research; statistical database design and systems; economic research, economic models and project management.
Access: Subject.
Program Record Number: CITT TCCE 8000

Safeguard Inquiries
Description: Case information concerning inquiries into complaints by domestic producers that increased imports are causing or threatening to cause serious injury to domestic producers. Documents may include questionnaire replies, the Tribunal staff report, submissions from parties and the transcript of hearings.
Topics: Global safeguard inquiries; safeguard inquiries,market disruption, imports from China; safeguard inquiries, trade diversion imports from China.
Access: File Number or subject goods.
Program Record Number: CITT TCCE 6225

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Administration

Budgets

Buildings

Buildings and Properties

Classification of Positions

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Information Technology Services

Occupational Health Safety and Welfare

Office Appliances

Official languages

Pensions and Insurance

Personnel

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Particular Personal Information Banks

Personal Services Contracts
Description: This bank contains a copy of each personal services contract, amendments and relevant correspondence. It may include personal résumés.
Class of Individuals: Persons employed by the Tribunal under a personal services contract.
Purpose: The purpose of this bank is to maintain a record of personal services contracts.
Consistent Uses: This bank is also used to back up financial records and invoices.
Retention and Disposal Standards: The records are retained for six years after comprehensive audit and then destroyed.
RDA Number: 99/003
Related PR#: CITT PRN 914
TBS Registration: 002553
Bank Number: CITT PPU 010

Temporary Help Agencies
Description: This bank contains a list of calls made for temporary help services. It includes the names of the agencies contacted, the name of the person referred, the hourly salary charged by the agency, the approximate duration of employment, the name of a contact person at the agency and a description of the selection criteria. It also includes correspondence concerning individual terms of employment of a duration greater than eight weeks.
Class of Individuals: Personnel referred by the agencies.
Purpose: The purpose of this bank is to maintain a record of temporary help personnel.
Consistent Uses: This bank is also used to back up financial records and invoices.
Retention and Disposal Standards: The records are retained for one year after comprehensive audit and then destroyed.
RDA Number: 99/003
Related PR#: CITT PRN 920
TBS Registration: 002552
Bank Number: CITT PPU 005

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Electronic Network Monitoring Logs

Hospitality

Personnel Security Screening

Relocation

Travel

Manuals

- Guide to Making Requests for Product Exclusions
- Procurement Review Process – A Descriptive Guide
- Safeguard Inquiry – Market Disruption – Imports from China – Guide for Complainants
- Safeguard Inquiry – Trade Diversion – Imports from China – Guide for Complainants
- Textile Reference Guide

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Tribunal and its functions may be directed to:

The Secretary
Canadian International Trade Tribunal
333 Laurier Avenue West
Ottawa, Ontario K1A 0G7

Telephone: 613-993-3595
Facsimile: 613-990-2439
E-mail: secretary@citt-tcce.gc.ca
Internet: www.citt-tcce.gc.ca

Reading Room

In accordance with the Access to Information Act, an area on the premises of this institution has been designated as a public reading room. The address is:

Standard Life Centre
333 Laurier Avenue West, 15th Floor
Ottawa, Ontario

Canadian Museum of Civilization Corporation

Chapter 42

General Information

Background

The Canadian Museum of Civilization Corporation (CMCC), a Crown Corporation, was established in 1990 by the Museums Act.

The CMCC comprises the Canadian Museum of Civilization (CMC) and its affiliate: The Canadian War Museum (CWM).

The Corporation has two public facilities: The CMC located at 100 Laurier Street, Gatineau, Quebec and the CWM at 1 Vimy Place, Ottawa, Ontario.

Responsibilities

The purpose of the Corporation, as defined in the Act, is: "to increase, throughout Canada and internationally, interest in, knowledge and critical understanding of and appreciation and respect for human cultural achievements and human behaviour by establishing, maintaining and developing for research and posterity a collection of objects of historical or cultural interest, with special but not exclusive reference to Canada, and by demonstrating those achievements and behaviour, the knowledge derived from them and the understanding they represent."

Legislation

- The Museums Act (Statutes of Canada 1990, Chapter 3)

Organization

Directorate

The Directorate is responsible for the direction of the CMCC and the management of all its activities, resources and outputs. The Directorate comprises: Office of the President and Chief Executive Officer, Corporate Secretariat and Strategic Planning, Audit and Evaluation and Office of the Chief Operating Officer.

Research and Collections Branch

This Branch undertakes research programmes designed to add to the collections of the CMC and to the level of knowledge relating to the analysis of regional cultural entities that make up our heritage and through investigation of the processes that have served to define the Canadian cultural experience. This Branch also maintains, preserves and makes accessible to users the collections of the CMC and related information. The Branch comprises: Ethnology and Cultural Studies, Archaeology and History, Aboriginal Training Programme, Conservation and Display Services, Collections Management and Planning, and Library, Archives and Documentation Services.

Public Affairs and Publishing Branch

This Branch is responsible for the CMCC's public image, media and public relations, promotional activities and material, advertising, internal communications, official ceremonial events, liaison between the CMCC, government and the community at large and publishing.

Exhibitions and Programmes Branch

This Branch plans, develops, manages and evaluates a balanced programme of permanent, temporary and travelling exhibitions and interpretive programmes (live interpretation, special events and education) in support of the CMCC's purpose and objectives. The Branch comprises: Exhibitions, Canadian Postal Museum, Exhibitions Design, Interpretive Planning, A.V. Production and Photo Services, Public Programmes and Canadian Children's Museum.

Museum Services Branch

This Branch is responsible for the provision of management and financial services. These include materiel and facilities management, as well as, protection, informatics and personnel services. The Branch comprises: Human Resources, Volunteer Services, Finance and Administration, Property Management, Security and Client Services, and Marketing and Business Operations.

Development Branch

This Branch is responsible for establishing and maintaining relationships with the business world and for carrying out fundraising and development activities.

Canadian War Museum (CWM)

The CWM is an affiliate of the CMC. The purpose of the CWM is "to share in the remembrance of,

and serve as a memorial to, those Canadians lost in, or as a result of, war; to examine the war and war-related history of Canada and its effect upon Canada and Canadians; and to document Canada's continuing commitment to peacekeeping and the maintenance of international security".

The CWM comprises: Office of the Director and Chief Executive Officer, Historical Research and Archives, Exhibition and Programmes, Collections Management and Planning.

Information Holdings

Program Records

Directorate
Description: Information pertaining to the Office of the President and Chief Executive Officer, and of the Corporate Secretariat and Strategic Planning, Audit and Evaluation, and Access to Information and Privacy.
Topics: Policy; planning of programmes; internal audits and evaluations of programmes; and, Access to Information and Privacy requests.
Program Record Number: CMCC-1000

Governance and Management
Description: Information pertaining to the Board of Trustees and of the CMCC Executive Committee, internal audits and evaluation, and Strategic Planning.
Topics: Policy; planning of programmes; internal audits and evaluations of programmes.
Program Record Number: CMCC-1000

Exhibitions and Programmes Branch

Exhibitions
Description: Information on permanent, travelling, special and temporary exhibitions.
Topics: Policy; exhibit planning; insurance; publicity; films, texts, labels; travelling exhibitions; special and temporary exhibitions.
Program Record Number: CMCC-5000/5500

Canadian Children's Museum – Exhibitions
Description: Information on permanent, travelling and special exhibitions.
Topics: Policy; exhibit planning; proposed exhibitions.
Program Record Number: CMCC-CCM-6000

Canadian Postal Museum – Exhibitions
Description: Information on permanent, travelling and special exhibitions.
Topics: Policy; exhibit planning; proposed exhibitions.
Program Record Number: CMCC-CPM-5000

Public Programmes – Research
Description: Research on artifacts and collections for the benefit of government and the general public.
Topics: Research policy.
Program Record Number: CMCC-6000

Research and Collections Branch

Archaeology and History – Research-Exhibitions
Description: Information on permanent, travelling and special exhibitions.
Topics: Policy; exhibit planning; proposed exhibitions; travelling exhibitions.
Program Record Number: CMCC-6500

Ethnology and Cultural Studies – Research-Exhibitions
Description: Information on permanent, travelling and special exhibitions.
Topics: Policy; exhibit planning; proposed exhibitions; permanent exhibitions; temporary exhibitions; musical instruments.
Program Record Number: CMCC-6500

Collection, Conservation and Display Services – Exhibitions
Description: Information pertaining to condition of artifacts; design of spaces and modules for exhibitions; storage facilities requirements for collections.
Topics: Policy; condition reports.
Program Record Number: CMCC-7000

Library, Archives and Documentation Services – Research- Exhibitions
Description: Documentation of collections and materials; loans and reproductions.
Topics: Policy, books and periodicals, microfiche; microfilm; photographic collection; AV collection; manuscripts; field notes and reports; artifact documentation; licensing; digitization.
Program Record Number: CMCC-7500

Collections and Acquisitions
Description: Information on artifacts and their acquisition through purchases, gifts, donations and exchanges.
Topics: Policy; procedures; gifts and donations; plans and reports; purchases; disposition; offer to museum to purchase; enquiries about artifacts; inventories; statistics.
Program Record Number: CMCC-7000

Conservation
Description: Information on the conservation of artifacts to ensure their preservation for future use and research.
Topics: Policy; casts and replicas; condition reports; storage; research on deterioration of artifacts due to poor environmental conditions of buildings.
Program Record Number: CMCC-7000

Loans
Description: Information on incoming and outgoing loans for exhibitions.
Topics: Policy; requests for loans; lists of forthcoming loans; approvals or rejections; condition reports; insurance; loans to other museums.
Program Record Number: CMCC-7000

Publications
Description: Research publications and manuscripts, photographic and audio-visual material and other miscellaneous publications, unpublished documents.
Topics: Policy; permission to publish; Canadian Museum of Civilization publications; Canadian War Museum publications; exhibition catalogues; licensing and copyright; Bulletins; Mercury series.
Program Record Number: CMCC-7500

Research
Description: Research on artifacts or the collection of artifacts for the benefit of government and the general public as well as historical research for the preparation of exhibition storylines, educational programming and publications.
Topics: Policy; material research; research proposals; reports of completed research projects; anthropology; ethnology; archaeology; folklore; material culture; history; Canadian Postal Museum; Canadian Children's Museum; Canadian War Museum.
Program Record Number: CMC-6500

Canadian War Museum (CWM)

Exhibitions
Description: Information on permanent, special and travelling exhibitions.
Topics: Policy; planning and openings; texts; security; permanent galleries; proposed exhibitions; special and travelling exhibitions and five history presentations.
Program Record Number: CMCC-CWM-5000

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Administration

Hospitality

Proactive Disclosure

Travel

Particular Personal Information Banks

Directorate

Individual Requests Under the Privacy Act
Description: This bank contains formal requests made by individuals under the Privacy Act for access to personal information about them, the replies to such requests and all records relating to their processing. If applicable, includes information on exemptions claimed, complaints received, reports and recommendations of the Privacy Commissioner and litigation in the Federal and Supreme Courts.
Class of Individuals: Individuals requesting information under the Privacy Act.
Purpose: For processing such requests and for compiling statistics relating to them.
Consistent Uses: Compiling statistics relating to requests from federal investigative bodies.
Retention and Disposal Standards: For the specific amount of time that different types of common administrative documents are retained by the CMCC, please contact the CMCC's ATIP Coordinator.
RDA Number: 98/001
Related PR#: CMCC-1002
TBS Registration: 003457
Bank Number: CMC PPU 030

Requests Under the Access to Information Act
Description: This banks contains formal requests made under the Access to Information Act by individuals for access to records, the replies to such requests and all records relating to their processing. If applicable, includes information on exemptions claimed, interventions of third parties, complaints received, reports and recommendations of the Information Commissioner and litigation in the Federal and Supreme Courts.
Class of Individuals: Individuals requesting information under the Access to Information Act.
Purpose: To process requests.

Consistent Uses: Compiling statistics relating to the administration of the Act.
Retention and Disposal Standards: Two years after last action, keep for archival or historical retention.
RDA Number: 98/001
Related PR#: CMCC-1002
TBS Registration: 003454
Bank Number: CMC PPU 020

Museum Services

Contract Files
Description: This bank contains a record of all personal and professional service contracts entered into by the CMCC. It contains information such as the request for service by the manager, the original contractual document, and reasons for not authorizing payment if the terms of the contract have not been met. Active files are kept within the Contracts Management Section.
Class of Individuals: Information relates to individuals from the private sector under contract for services to CMCC.
Purpose: For contracting services.
Consistent Uses: Maintaining information on all service contracts entered into by CMCC.
Retention and Disposal Standards: Files are destroyed 6 years after completion and non-renewal of contracts. Contracts with a copyright clause are kept for the length of copyright.
RDA Number: 99/004
Related PR#: CMCC-2500
TBS Registration: 000377
Bank Number: CMCC PPU 010

Requests from Federal Investigative Bodies
Description: This bank contains requests for personal information made pursuant to paragraph 8(2)e) of the Privacy Act by federal investigative bodies, the replies to such requests, the records of information disclosed, any correspondence with Privacy Commissioner and all records relating to the processing of the requests.
Class of Individuals: Individuals being investigated by federal investigative bodies.
Purpose: To meet the requirements of the Act.
Consistent Uses: Compiling statistics relating to requests from federal investigative bodies.
Retention and Disposal Standards: Documents destroyed after last action.
RDA Number: TBD
Related PR#: CMCC-1000
TBS Registration: 003456
Bank Number: CMCC PPU 025

Research and Collections Branch

Collections
Description: This bank contains complete information pertaining to the collection of objects by the CMCC. It may contain information such as name, address, correspondence, evaluation report, income tax and insurance forms, contract and all pertinent information involving an individual who is selling or giving an object to the CMCC for inclusion in its collections.
Class of Individuals: Individuals with which the CMCC deals, in relation to collecting.
Purpose: To maintain complete information about objects collected or collectable by the CMCC. The information is classified by objects or names.
Consistent Uses: Determination of value of objects for income tax or insurance purposes.
Retention and Disposal Standards: Retained indefinitely.
RDA Number: TBD
Related PR#: CMCC-7000
TBS Registration: 003453
Bank Number: CMCC PPU 005

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Hospitality

Personnel Security Screening

Travel

Classes of Personal Information

Some CMCC files summarized in the program records contain personal information which is not used in a decision-making process directly affecting the individual to whom it relates. Examples are inquiries about CMC and CWM collections, programmes and services, information and advice given to individuals by CMC and CWM employees about museums and museum objects, and information about individuals in documents relating to grants or proposed grants to institutions.

These classes of personal information are kept on the relevant subject files and are not identifiable by name of the individual or other personal identifier. To retrieve these classes of personal information, the CMCC would need as much detail as possible about the subject matter, the geographic location and the time the information would have come to the CMC or the CWM.

The retention periods for these classes of personal information are the same as those for the subject files containing the information.

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Canadian Museum of Civilization Corporation and its various programmes and functions may be directed to:

Public Affairs and Publishing Branch
Canadian Museum of Civilization
100 Laurier Street
P.O. Box 3100, Station B
Gatineau, Quebec J8X 4H2

Telephone: 819-776-8499
Facsimile: 819-776-7187

Reading Room

Canadian War Museum
1 Vimy Place
Ottawa, Ontario K1R 1C2

Telephone: 819-776-8600

Library

Canadian Museum of Civilization
100 Laurier Street
P.O. Box 3100, Station B
Gatineau, Quebec J8X 4H2

Telephone: 819-776-7173
Email: library@civilization.ca

Canadian Museum of Nature

Chapter 43

The annual update for this institution was not received for inclusion in the 2006-2007 version of this Info Source publication. The following is from the 2005-2006 version of Info Source.

General Information

Background

The Canadian Museum of Nature (CMN), a Crown Corporation, was established in 1990 by the Museums Act, and reports to parliament through the Minister of Canadian Heritage. It is administered by its own directorate under the authority of a Board of Trustees. The President is the Chief Executive Officer of the CMN.

Responsibilities

The purposes of the Corporation, as defined in the Act, are to establish and maintain for research and posterity a collection of natural history objects, with special but not exclusive reference to Canada, and to use the collection, the knowledge derived from it and the understanding it represents, to increase throughout Canada and internationally, interest, knowledge, appreciation and respect for the natural world.

Legislation

- The Museums Act, 1990

Organization

Directorate

The Directorate is responsible for the overall planning, management and direction of the CMN with regards to its programmes, resources and products. The Directorate includes the Office of the President (Chief Executive Officer), the Vice-President (Chief Operating Officer), and the Secretary to the Board of Trustees.

Corporate Services Divisions

These divisions perform the CMN's administrative support functions and include the following: Financial Services, Human Resource Services, Facility Management Services, Communications Services, IT & Library Services, Information Services, Development and Fundraising Services.

Collections Division

This division develops, manages and preserves the CMN's collection of natural history objects, and provides collection-based services and products.

Research Division

This division plans and conducts research projects, coordinates collection-based research throughout Canada, and creates nature-based scientific expertise and knowledge.

Exhibition Services Division

This division plans, designs, builds and maintains the CMN's various permanent, temporary and travelling exhibitions.

Community Services Division

This division plans, implements and evaluates the CMN's Education programming (Community and School Programs, Interpretation, Special Events, etc.) and operates the CMN's Victoria Memorial Museum Building (VMMB).

Development and Fundraising Services

This division establishes, develops and maintains relationships with the business world and implements the CMN's fundraising and development activities and campaigns.

Information Holdings

Program Records

Corporate Services

Description: Information pertaining to the CMN's administrative support functions.
Topics: Financial Services, Human Resources Services, Facility Management Services, Communication Services, IT & Library Services including access and information requests, Information Services, Development and Fundraising Services.
Access: The information is classified by division.
Program Record Number: CMN NSA 040

Acquisitions and Collections
Description: Information on the acquisition, collection, care and loan of artifacts and specimens.
Topics: Collections Management Policy, Collection Care and Conservation, Collection Loans records, key correspondence, tax receipt information for gifts and donations; Canadian Cultural Property Review Board recommendations and examination reports; Nature Art Collection, various collections of plant, mineral , zoological and paleobiological specimens.
Access: The information is classified by topic title, taxonomic classification and/or acquisition number.
Program Record Number: CMN NSA 050

Educational and Community Programming
Description: Information on educational and interpretive programming and events offered by the Museum to the general public, schools and other specific audiences.
Topics: Programmes and events organized by title and year.
Access: The information is classified by programme title and year.
Program Record Number: CMN NSA 055

Exhibitions
Description: Information on Museum permanent, travelling, and temporary exhibitions including exhibit plans, presentations and proposals.
Topics: Project files on permanent, travelling, and temporary exhibits
Access: The information is classified by Exhibition title and year.
Program Record Number: CMN NSA 060

Research
Description: Information on scientific research projects in various natural sciences fields such as Earth Sciences, Paleobiology, Mineralogy, Vertebrate and Invertebrate Zoology, Botany, Biodiversity, etc. Includes information on field expeditions and notes.
Topics: Research proposals, projects and key correspondence.
Access: The information is classified by project title and Researcher name.
Program Record Number: CMN NSA 065

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Hospitality

Proactive Disclosure

Relocation

Travel

Particular Personal Information Banks

Collections
Description: This bank has complete information on names and addresses of individuals pertaining to the collection of objects by the Canadian Museum of Nature.
Class of Individuals: Individuals with which the Canadian Museum of Nature deals, in relation to collecting.
Purpose: To maintain complete information about objects collected or collectable by the Canadian Museum of Nature.
Consistent Uses: Determination of the value of objects for income tax or insurance purposes.
Retention and Disposal Standards: Permanent retention
RDA Number:TBD
Related PR#: CMN NSA 050
TBS Registration: 003412
Bank Number: CMN PPU 005

Contract Files
Description: This bank contains records of all personal and professional service contracts entered into by the Canadian Museum of Nature. The records contain information such as the request for proposal, the original contract documents and amendments, and reasons for not authorizing payments if the terms of the contract have not been met. Active files are kept within the Contracts section.
Class of Individuals: Information relates to individuals from the private sector under contract for services to CMN.
Purpose: For contracting services legal and financial references.
Consistent Uses: To maintain information on all service contracts entered into by CMN.
Retention and Disposal Standards: Six fiscal years after termination or cancellation of contract, then destroyed.
RDA Number:98/001
Related PR#: CMN NSA 040
TBS Registration: 000377
Bank Number: CMN PPU 010

Donations and Contributions
Description: This bank contains personal information such as names and addresses

of donors as well as financial information on donations of museological objects or financial contributions towards the acquisition of museological collections.
Class of Individuals: General public and private sector businesses and corporations.
Purpose: To maintain financial information dealing with the issuance of income tax receipts.
Consistent Uses: Pursuant to the Income Tax Act, documentation is used to support annual individual or corporate tax returns.
Retention and Disposal Standards: Records are retained for statistical purposes for six years and then destroyed.
RDA Number: TBD
Related PR#: CMN NSA 040
TBS Registration: 003413
Bank Number: CMN PPU 015

Individual Requests under the Access to Information Act
Description: Contains formal requests made under the Access to Information Act by individuals for access to records, the replies to such requests, and all records relating to their processing. If applicable, includes information on exemptions claimed, interventions of third parties, complaints received, reports and recommendations of the Information Commissioner and litigation in the Federal and Supreme Courts.
Class of Individuals: Individuals requesting information under the ATI Act.
Purpose: To process such requests.
Consistent Uses: Compiling statistics relating to the administration of the Act.
Retention and Disposal Standards: Two years after last administrative use or request action completed, then destroyed.
RDA Number: 98/001
Related PR#: CMN NAS 040
TBS Registration: 001680
Bank Number: CMN PPU 020

Individual Requests under the Privacy Act
Description: Contains formal requests made under the Privacy Act by individuals for access to personal information about themselves, the replies to such requests, and all records relating to their processing. If applicable, includes information on exemptions claimed, complaints received, reports and recommendation of the Privacy Commissioner and litigation in the Federal and Supreme Courts.
Class of Individuals: Individuals requesting information under the Privacy Act.
Purpose: To process such requests.
Consistent Uses: Compiling statistics relating to the administration of the Act.
Retention and Disposal Standards: Two years after last administrative use or request action completed, then destroyed.
RDA Number: 98/001
Related PR#: CMN NAS 040
TBS Registration: 006945
Bank Number: CMN PPU 030

Requests from Federal Investigative Bodies
Description: Contains requests for personal information made pursuant to paragraph 8(2)(e) of the Privacy Act by federal investigative bodies, the replies to such requests, the records of information disclosed, any correspondence with the Privacy Commissioner and all records relating to the processing of the requests.
Class of Individuals: Individuals being investigated by federal investigative bodies.
Purpose: To meet the requirements of the Privacy Act.
Consistent Uses: Compiling statistics relating to requests from federal investigative bodies.
Retention and Disposal Standards: Documents destroyed two years after last action.
RDA Number: TBD
Related PR#: CMN NAS 040
TBS Registration: 000379
Bank Number: CMN PPU 025

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Hospitality

Personnel Security Screening

Relocation

Travel

Classes of Personal Information

Some CMN files summarized in the program records contain personal information which is not used in a decision-making process directly affecting the individual to whom it relates. Examples are inquiries about CMN and its collections, programmes and services, information and advice given to individuals by CMN employees about museums and museum objects, and information about individuals in documents relating to grants or proposed grants to institutions.

These classes of personal information are kept on the relevant subject files and are not identifiable by name of the individual or other personal identifier. To retrieve these classes of personal information, the CMN needs as much detail as possible about the subject matter, the geographic location and the time the information would have come to the Museum.

The retention periods for these classes of personal information are the same as those for the subject files containing the information.

Manuals

- Corporate Policy Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Museum, its branches, and its various programs and functions may be directed to the Manager, Communications, at the museum's mailing address:

National Capital Region

Communication Services
Canadian Museum of Nature
P.O. Box 3443, Station D
Ottawa, Ontario K1P 6P4

Telephone: 613-566-4700
Internet: www.nature.ca

Reading Room

The Museum's Library and Central Records office have been designated, under the Access to Information Act, as public reading rooms. Their address is:

Canadian Museum of Nature
National Heritage Building
1740 Pink Road
Gatineau, Quebec

Canadian Nuclear Safety Commission

Chapter 44

General Information

Background

The Nuclear Safety and Control Act was passed by Parliament in 1997 and came into effect on May 31, 2000. The legislation replaced the Atomic Energy Control Act and paved the way for the creation of the Canadian Nuclear Safety Commission (CNSC). The strengthened regulations and new authorities given to the Commission represent the first major overhaul of Canada's nuclear regulatory regime since the creation of the Atomic Energy Control Board (AECB) more than 50 years ago.

The CNSC is a departmental corporation, named in Schedule II of the Financial Administration Act. The CNSC reports to Parliament through a designated Minister, currently the Minister of Natural Resources Canada.

Responsibilities

Our mandate is to ensure that the use of nuclear energy in Canada does not pose an unreasonable risk to health, safety, the environment and national security. This mandate extends to the control of import and export of nuclear materials and other prescribed substances, equipment and technology, and to fulfilling Canada's obligations under the Canada-International Atomic Energy Agency Safeguards Agreement, pursuant to the Treaty on the Non-Proliferation of Nuclear Weapons. We achieve our mandate through regulations that establish a comprehensive licensing system which covers nuclear facilities, nuclear materials and other prescribed substances and equipment, including the certification of domestic and foreign transport package designs. This licensing system, which operates on a cost recovery basis, is administered to take into account the concerns and responsibilities of federal and provincial government departments in such areas as health, environment, transport, and labour. We also contribute to international agencies and, through cooperation agreements, assist other countries in improving their regulatory controls of nuclear materials and facilities.

Legislation

- Nuclear Safety & Control Act, S.C. 1997, chapter 9
- Nuclear Liability Act, R.S.C., 1985, chapter N-28

Organization

The Commission is constituted as a corporate body of up to seven members, one of whom is President and Chief Executive Officer appointed by the Governor in Council. Through the President, the Commission receives advice from a Legal Services Unit, composed of legal experts provided from the Department of Justice. Our officers and employees implement the policies of the Commission and make recommendations to the Commission on regulatory matters. Staff is organized into a Corporate Services Branch, an Office of Communications and Regulatory Affairs, an Operations Branch and the Commission Secretariat as described below.

Operations Branch

Directorate of Assessment and Analysis

The Directorate of Assessment and Analysis undertakes specialist safety and security assessments in support of the regulation of the power reactors, uranium mining and processing facilities, nuclear substance processing facilities, waste management facilities, low power reactors, research and test facilities, accelerators and Class II facilities and the transport and use of nuclear substances and radiation devices.
It also manages the emergency response capacity of the organization.

Directorate of Power Reactor Regulation

The Directorate of Reactor Regulation is responsible for regulating the operation of all nuclear power plants in Canada. It is responsible for the development of safety standards and licensing conditions, for assessment of licence applications, for preparing licensing recommendations to the Commission, and for compliance activities.

Directorate of Nuclear Cycle and Facilities Regulation

The Directorate of Nuclear Cycle and Facilities Regulation regulates the development and operation of uranium mining and processing facilities, nuclear substance processing facilities, waste management facilities, low power reactors, research and test facilities, accelerators and Class II facilities.

Directorate of Nuclear Substance Regulation

The Directorate of Nuclear Substance Regulation regulates the production, possession, transport and use of nuclear substances and r
adiation devices.

Directorate of Safety Management and Standards

The Directorate of Safety Management and Standards provides regulatory leadership and specialist advice in safety assessments and analysis, and compliance activities in support of the regulation of: power reactors, uranium mining and processing facilities, nuclear substance processing facilities, waste management facilities, low power reactors, research and test facilities, accelerators, Class II facilities, and of the transport and use of nuclear substances and radiation devices in Canada.

Directorate of Security and Safeguards

The Directorate of Security and Safeguards (DSS) provides assurance to Canadians that the use of nuclear energy and materials is undertaken within a domestic regulatory framework that is fully consistent with Canada's international commitments to peaceful uses of nuclear material and maintenance of Canada's national security. Specifically, DSS delivers regulatory programmes to ensure that nuclear material, equipment and technology are appropriately controlled, that all nuclear material is accounted for, that nuclear material and facilities are secure and that appropriate measures are in place to address emergency situations that may arise.

Corporate Services Branch

The Corporate Services Branch is responsible for the Canadian Nuclear Safety Commission's program and policy infrastructure for the management of its information, financial, human resources and physical assets in a manner best suited to the delivery of the organization's mandate and in keeping with its legislative requirements. It is tasked with maximizing the use of information technology (IT) across the organization and for promoting and facilitating the introduction of modern management principles and practices within the CNSC. Finally, the Corporate Services Branch provides a large number of day to day central services to staff and the organization such as payroll, accounting, records management, desktop support, employee assistance, etc.

Office of Communications and Regulatory Affairs

The Office of Communications and Regulatory Affairs is responsible for organization-wide programs, initiatives and actions that enhance the CNSC's regulatory effectiveness, efficiency and overall operation. The Office of Communications and Regulatory Affairs is also responsible for the organization's communications programs.

Secretariat

The Secretariat plans the business of the Commission and gives technical and administrative support to the President and to the other Commission members. This involves related communications with the Minister's Office and all other stakeholders, including government departments, intervenors, licensees, media and the public. The Secretariat is also the official registrar in relation to Commission documentation and manages the hearing process.

Information Holdings

Program Records

Accelerator Facilities
Description: Information on licensed accelerator and particle accelerator facilities in Canada.
Topics: Main facility; neutron generator; drawings; safety reports; cyclotron; Tandem and Van de Graaff; Linac; Betatron.
Program Record Number: CNS DFC 080

Associations, Societies and Institutions
Description: Information on professional organizations with which the CNSC consults on matters related to nuclear energy.
Topics: Standards-writing organizations – Canadian Standards Association, Canadian Nuclear Association, International Atomic Energy Agency.
Program Record Number: CNS DRR 115

Canadian Nuclear Safety Commission Regulations
Description: The regulations pursuant to the Nuclear Safety and Control Act as they apply to prescribed substances and items, nuclear facilities, the appointment of inspectors and inspections of licensees, security of nuclear material and information related to the nuclear fuel cycle, radiological health and safety of nuclear energy workers, and protection of the public and the environment.
Topics: General Nuclear Safety and Control Regulations, Uranium Mines and Mills Regulations, Nuclear Substances and Radiation Devices Regulations, Nuclear Non-Proliferation Import and Export Control Regulations, Radiation Protection Regulations, Class II Nuclear Facilities and Prescribed Equipment Regulations, Nuclear Security Regulations, Class I Nuclear Facilities Regulations, Packaging and Transport of Nuclear Substances Regulations.
Program Record Number: CNS SEC 235

Nuclear Safety Legislation
Description: Information on the Nuclear Safety & Control Act and amendments.
Topics: Nuclear health and safety, nuclear security, environmental protection, nuclear non-proliferation, establishement of the Canadian Nuclear Safety Commission, regulation making powers of the Commission.
Program Record Number: CNS SEC 230

Atomic Energy of Canada Limited (AECL) – Licensing
Description: General licensing information on nuclear facilities operated by Atomic Energy of Canada Limited.
Topics: Reactors – NRX, ZEEP, NRU, ZED 2, Whiteshell, Slowpoke, Chalk River Laboratories, Maple Reactor, Advanced Candu Reactor.
Program Record Number: CNS DRR 060

Canadian Uranium Policy
Description: The Canadian uranium policy on exports, anti-trust matters and nuclear energy.
Topics: Uranium Export Review Panel, Export Policy, Export controls.
Program Record Number: CNS DRS 130

Committees
Description: Information on actions, proposals and recommendations of the Advisory Committee on Radiological Protection (ACRP) and the Advisory Committee on Nuclear Safety (ACNS). Information on committees in which CNSC staff were active. The committees were disbanded in October of 2001.
Topics: Independent advice to the Commission, radiation protection, safety levels, research, interpretation.
Program Record Number: CNS SEC 025

Computer Codes
Description: Information on computer codes used in reactor operations.
Topics: Atmospheric dispersion; reactor physics; thermal hydraulics; fuel behaviour; containment.
Program Record Number: CNS DAA 100

Coordination and Planning
Description: Information on the Commission's internal and external coordination and planning.
Topics: Report on Plans and Priorities, Departmental Performance Report, Logic Model, Treasury Board Secretariat.
Program Record Number: CNS SEC 205

Domestic Reactors
Description: Information on the reactors currently in use in Canada.
Topics: Licence of the facility; fuel; operation; reactor operators; accountability and operational procedures; CNSC officers; significant events and incident reports; systems and equipment, proposed changes approved; proposed changes for information; radiological protection; emergency procedures; safeguards; in-service inspections and quality assurance.
Program Record Number: CNS DRR 055

Emergency Planning Activities
Description: Information on emergency planning activities.
Topics: Federal procedures; coordination of federal, provincial and international procedures.
Program Record Number: CNS SEC 210

Federal Departments
Description: General information on liaison with other federal departments and agencies.
Topics: Environmental Assessments, Public Safety and Emergency Preparedness, National Dose Registry (Health Canada), Regulations,
Program Record Number: CNS SEC 225

Foreign Governments
Description: Information on all foreign governments with which Canada has been or is involved in the nuclear field.
Topics: International nuclear safeguards; export import controls; various reports dealing with the preceding subjects from foreign countries.
Program Record Number: CNS DRS 120

Fuel Processing Facilities
Description: Information on fuel processing facilities in Canada.
Topics: Operation; licensing; compliance inspections; radiation exposure data.
Program Record Number: CNS DFC 200

Health Physics
Description: Information on health physics and radiation protection, as well as radiation dose limits, personal dosimetry and instrumentation, protective clothing, radiation protection training and laboratory facilities and equipment.
Topics: Nuclear energy worker (NEW), Action levels, As Low As Reasonably Achievable (ALARA), Dose Limit, Adminstrative levels, Dosimetry service, Emergency dose limits.
Program Record Number: CNS DAA 245

Heavy Water Plants
Description: Information on heavy water plants in Canada.
Topics: Operations; licensing; compliance inspections; emergency procedures; quality assurance; standards and guides; safety assessments; new processes.
Program Record Number: CNS DRR 195

Inspections
Description: Information on inspections, field instrumentation and special investigations.
Topics: Directives/Action notices, Regular Inspections and Audits, Risk Based Assessment of Licensees.
Program Record Number: CNS DFC 180

Inspections
Description: Information on regular inspections of reactors in service, scheduling of up and down time and computer codes used in operation.
Topics: Reactor-in-service inspections; materials; ferrous and non-ferrous metals, corrosion; wear and welding.
Program Record Number: CNS DRR 045

International Organizations
Description: Information on international organizations in the nuclear energy field.
Topics: International safeguards; export-import control; technical reports and reviews on nuclear reactors; safeguards; quality assurance; radioactive waste management; nuclear fuel development; international organizations – Organization for Economic Cooperation and Development, International Energy Agency, European Economic Community, International Atomic Energy Agency, Nuclear Energy Agency, and the Scientific Advisory Committee of the International Atomic Energy Agency, Nuclear Suppliers Group, G8 Nuclear & Safety Working Group.
Program Record Number: CNS SEC 215

Licensing
Description: Information on licensing of reactors and sites by the CNSC.
Topics: Licence to Prepare Site, Licence to Construct, Licence to Operate, Licence to Decommission, Licence to Abandon, Environmental Assessment, Decommissioning plan, License applications, Certification of Licensee staff, Power and research reactors, Safety analysis reports, Public information program, Quality Assurance Program, Safeguards compliance, Environmental monitoring program, Licensee records keeping requirements, licence conditions.
Program Record Number: CNS DRR 035

Mining, Exploration and Prospecting
Description: Information on every uranium mining and milling facility in Canada.
Topics: Operation; licensing; requirements; health and safety – personal, environmental and workplace monitoring, personnel exposure data; compliance inspections; mining and milling.
Program Record Number: CNS DFC 185

Nuclear Devices
Description: Information on manufacturers of nuclear devices.
Topics: Luminous devices; watches; exit signs; cardiac pacemakers; smoke detectors; therapy units; static eliminators.
Program Record Number: CNS DFC 165

Nuclear Liability
Description: Information on the Nuclear Liability Act and its association with the Canadian nuclear program; also insurance aspects of nuclear liability.
Topics: Designated Nuclear instilations, Nuclear Liability Insurance.
Program Record Number: CNS SEC 220

Organization and Functions
Description: Information on CNSC activities.
Topics: Organization of the Commission; appointments; significant development reports; meetings of internal heads of directorates or sections; annual reports; Policy and Practices Manual; Administrative Policy and Procedures Manual; and Minister's briefings.
Program Record Number: CNS SEC 005

Orientation Facilities
Description: Information on foreign countries interested in purchasing CANDU reactors

or technology.
Program Record Number: CNS DOA 260

Particle Accelerators
Description: General information on particle accelerators.
Topics: Courses and seminars; standards and guidelines; technical information; and relations with Health Canada.
Program Record Number: CNS DFC 075

Prescribed Equipment
Description: Information on general export control of prescribed equipment, such as nuclear reactors, fuel processing facilities, heavy water plants and nuclear accelerators.
Topics: Nuclear Non-Proliferation Import and Export Control Regulations, controlled nuclear equipment.
Program Record Number: CNS DRS 125

Prescribed Substances
Description: Information on prescribed substances, which are defined as radioactive isotopes of all elements and any substances containing such isotopes which are designated as capable of releasing atomic energy. The CNSC maintains files on all licensed users and producers of radioisotopes in Canada.
Topics: Use; exports; policies; health precautions.
Program Record Number: CNS DFC 155

Prescribed Substances – Accidents, Unauthorized Uses
Description: Information on situations where possible risk to workers and the public is caused by radioactive contamination and exposure.
Topics: Improper safeguards for radioisotopes use – hospitals, pharmaceutical labs, research labs; transportation accidents; unauthorized uses of radioactive materials; contamination.
Program Record Number: CNS DFC 175

Provincial Governments
Description: Information on dealings with the provincial governments and two territories.
Topics: Ontario Power Generation; New Brunswick Power; Hydro Québec; Mining of Uranium; Emergency Preparedness.
Program Record Number: CNS SEC 240

Public Information
Description: Information requests; Federal Identity Program; programs; policies and procedures; projects and publications; public opinion projects; editorial services; translation and revision.
Topics: Public inquiries, library services, policies and procedures, publications.
Program Record Number: CNS SEC 020

Quality Assurance
Description: Information on the overall design quality of nuclear facilities.
Topics: Standards; manufacturers; manufacturer quality assurance programs.
Program Record Number: CNS DAA 110

Radiation Protection
Description: Information on radiation protection for workers, public and environment affected by reactor facilities.
Topics: Nuclear energy worker (NEW), Action levels, As Low As Reasonably Achievable (ALARA), Dose Limit, Adminstrative levels, Dosimetry service, Emergency dose limits.
Program Record Number: CNS DRR 040

Radioactive Waste Management Facilities
Description: Information on every radioactive waste management facility in Canada.
Topics: Low-level storage; high-level storage; reactor wastes; uranium tailings; chemical treatment; licensing; maintenance; compliance.
Program Record Number: CNS DFC 190

Reactor Codes and Standards
Description: Quality assurance codes and standards used in the design of nuclear facilities.
Topics: Components; inspections; quality control; reliability and maintainability of concrete containment structures; protective systems and instrumentation; and seismic design requirements for CANDU.
Program Record Number: CNS DAA 095

Reactor Operating Training
Description: Information retained to help in the preparation of the evaluation of training programs and the examination of reactor operators according to CNSC standards.
Topics: Ontario Power Generation, Hydro-Quebec, New Brunswick Electric Power; Bruce Power; AECL.
Program Record Number: CNS DRR 070

Reactor Safety
Description: Information on the development of safety requirements for nuclear facilities.
Topics: Siting guides; reactor safety criteria.
Program Record Number: CNS DRR 090

Reactors – General
Description: General information on the operation of reactor facilities.
Topics: Significant Events Reports,
Program Record Number: CNS DRR 030

Regulatory Documents
Description: Information on the development of CNSC regulatory documents excluding nuclear safety legislation and Canadian nuclear safety and control regulations. Documents are developed using public consultation and used for the guidance of licensees and other regulated persons involved with the nuclear energy field and prescribed substances.
Topics: Regulatory documents, public consultation.
Program Record Number: CNS ORA 255

Safeguards
Description: Policies and measures for the non-proliferation of nuclear energy.
Topics: Domestic and international safeguards; costs; reference documents; instrumentation; inspection procedures; accountability; visits and inventories of nuclear facilities in Canada; safeguards inspectors; special studies on accountability for highly enriched uranium and non-destructive measurement devices.
Program Record Number: CNS DRS 150

Safeguards Support Program
Description: Research and development contract reports and Safeguard Support Program Reports.
Topics: Safeguards, IAEA, Development of Safeguard Equipment.
Program Record Number: CNS DRS 250

Security
Description: Information on the physical security of nuclear facilities and personnel.
Topics: Nuclear Security Regulations, Prescribed information, Protected and Inner areas, Nuclear Security Guards, Protection arrangements, Security drills, Monitoring and preventing entry, monitoring and preventing removal, secure transportation.
Program Record Number: CNS DRS 140

Steam Rebuild Programs
Description: Information on improvements of original deficient steam generators in some of the reactors.
Topics: 600MW, 500MW, and 850MW steam generator rebuild programs.
Program Record Number: CNS DRR 050

Transportation
Description: Policies, regulations and practices for the safe handling and transportation of radioactive materials in Canada and abroad.
Topics: Shipping regulations; labelling requirements for radioisotopes; transportation of radioactive waste; liability insurance; regulations for all modes of transportation – air, road, rail and marine; certificates; Canada Post Corporation; emergency procedures; accidents and standards; transportation of nuclear materials to and from foreign countries; endorsements from foreign countries for shipping containers; technical aspects of shipping, containers and testing programs.
Program Record Number: CNS DFC 160

United Nations Disarmament Commission
Description: Information on the United Nations Non-Proliferation Treaty on Nuclear Weapons, international safeguards, international agreements and various United Nations committees on nuclear energy.
Topics: Disarmament, Non-proliferation, Safeguards, Verification.
Program Record Number: CNS DRS 145

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Budgets

Buildings

Business Continuity Planning (BCP)

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Information Technology Services

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Vehicles

Particular Personal Information Banks

Applications for Employment
Description: This bank exists to maintain an inventory of applicants from the general public or the federal government for employment with the CNSC. It includes correspondence, applications for employment, curricula vitae and other personal information.
Class of Individuals: Individuals seeking employment.
Purpose: This bank is used to identify applicants for possible future appointments to the Commission staff.
Consistent Uses: No consistent uses have been identified.
Retention and Disposal Standards: Records are retained in the bank for six months and then destroyed.
RDA Number: 91/024
Related PR#: CNS PRN 920
TBS Registration: 004126
Bank Number: CNS PPU 035

Examinations and Results
Description: This bank maintains a record of the examinations given to personnel at nuclear reactor facilities. Data includes names of individuals, titles of examinations written and results in terms of success or failure.
Class of Individuals: Employees at Class I facilities (nuclear generating stations and non-power facilities).
Purpose: The CNSC sets these examinations to ensure that the requirements for operating personnel are met.
Consistent Uses: No consistent uses have been identified.
Retention and Disposal Standards: Records are retained indefinitely. Paper and electronic copies of the information which is stored as a subset of this bank are retained for two years before they are transferred to classified waste.
RDA Number: 91/024
Related PR#: CNS DRR 055
TBS Registration: 004123
Bank Number: CNS PPU 015

Exposure Device Operator
Description: This bank maintains a record of the personal information and certification results for all candidates certified or seeking certification as exposure device operators, and those previously certified as Qualified Operators. Data includes names and addresses of individuals, titles of examinations written and results in terms of success or failure.
Class of Individuals: Individuals employed or seeking employment as Exposure Device Operators.
Purpose: The CNSC certifies exposure device operators based on education, training and experience. This database tracks all candidates information in relation to certification.
Consistent Uses: No consistent uses have been identified.
Retention and Disposal Standards: Records are retained for as long as the individual is certified. When the individual is no longer certified, the records are retained for 2 years and then destroyed.
RDA Number: 91/024
Related PR#: CNS DRR 055
TBS Registration: 005095
Bank Number: CNS PPU 060

Health and Safety Regulations: Inspection Officers
Description: This bank may contain data on nationality, age, sex, education and special training, and employment history, as well as correspondence with provinces leading to appointments. There may be sensitive material relating to federal-provincial negotiations for service.
Class of Individuals: Canadian citizens and residents of Canada.
Purpose: The purpose of this bank is to record information relating to the appointment of employees of provincial government departments or health institutes, to act as inspectors under the Nuclear Safety and Control Regulations. The bank provides an up-to-date identification of individuals appointed as inspectors.
Consistent Uses: No consistent uses have been identified.
Retention and Disposal Standards: Records are kept for five years and then destroyed.
RDA Number: 91/024
Related PR#: CNS SEC 240

TBS Registration: 004122
Bank Number: CNS PPU 010

Personal Service Contract Files
Description: The bank includes basic personal data, subject matter and terms of contract.
Class of Individuals: Information on organizations and individuals from the private sector under contract for services.
Purpose: The purpose of the bank is to maintain an accurate account of all contracts. The primary use of the bank is to record negotiations between the CNSC and the individuals concerned.
Consistent Uses: No consistent uses have been identified.
Retention and Disposal Standards: Records are retained for six years and then destroyed.
RDA Number: 91/024
Related PR#: CNS PRN 914
TBS Registration: 004127
Bank Number: CNS PPU 040

Reactor Operators and Training
Description: Data in this bank include a record of correspondence, details of education and experience, and basic personal information.
Class of Individuals: Employees at reactor sites.
Purpose: The purpose of the bank is to provide an accurate and up to date record of all information on authorizations and appointments of individuals to designated positions at nuclear generating stations and research reactor sites.
Consistent Uses: No consistent uses have been identified.
Retention and Disposal Standards: Records are retained for sixty years and then destroyed.
RDA Number: 91/024
Related PR#: CNS DRR 055
TBS Registration: 004124
Bank Number: CNS PPU 020

Certified Personnel
Description: Data includes summaries of the individual's examination results, copies of all certifications issued for the appointment of the individual to designated positions, and correspondence specifically relating to the individual.
Class of Individuals: Employees who work at Class I facilities (nuclear generating stations and non-power facilities) and individuals employed or seeking employment as Exposure Device Operators.
Purpose: The purpose of the bank is to maintain a record of each individual's examination and certification for designated appointments at Class I facilities and individuals employed or seeking employment as Exposure Device Operators.
Consistent Uses: No consistent uses have been identified.
Retention and Disposal Standards: Records are retained for sixty years and then destroyed.
RDA Number: 91/024
Related PR#: CNS DRR 055
TBS Registration: 004125
Bank Number: CNS PPU 025

Miner Exposure Database
Description: This bank contains basic personal information collected from the personnel files of all miners who worked at the Rio Algom and Denison Mines in Elliott Lake from the early 1950's to the mid-1980's.
Class of Individuals: Miners exposed to radioactive dust and radon progeny in the course of their work.
Purpose: This bank will be used for research and statistical analysis purposes, including linking individuals to cancer registries. These analyses will help determine a more accurate risk of lung cancer and other health effects from exposure to radon progeny.
Consistent Uses: No consistent uses have been identified.
Retention and Disposal Standards: Records are retained for seventy-five years and then destroyed.
RDA Number: 91/024
Related PR#: CNS DFC 185
TBS Registration: 004129
Bank Number: CNS PPU 050

Standard Personal Information Banks

Please see the INTRODUCTION to this publications for the definition of Standard Banks and a description of their contents.

Electronic Network Monitoring Logs

Hospitality

Personnel Security Screening

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Classes of Personal Information

Reports and Surveys

This class of information contains personal information based on a dietary survey performed by a consultant on behalf of the CNSC. Personal information may include particulars such as dietary interests, remuneration, age, gender, health, marital status and educational background of individuals. Such personal information is stored as part of the general subject files where records are not normally retrieved by name or individual or other personal identifier. The retention periods for these classes of personal information are controlled by the record schedules of the general subject files in which they are stored.

Manuals

- CNSC File Manual
- Time Accounting Guide
- CNSC Information Security Directive
- CNSC Official Languages Policies – Compendium
- CNSC Policy Statements Manual
- EDP Operations Manual (version anglaise seulement)
- Nuclear Liability Operations Manual
- Operational Plan Framework
- Human Resources Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for technical information and enquiries concerning the CNSC's role, programs and services may be directed to:

Canadian Nuclear Safety Commission
P.O. Box 1046, Station B
Ottawa, Ontario K1P 5S9

Telephone: 613-995-5894

Reading Room

In accordance with the Access to Information Act, the CNSC's library has been designated as a reading room. It is located at:

280 Slater Street, 2nd floor
Ottawa, Ontario

Canadian Polar Commission

Chapter 45

General Information

Background

In September 1985 the Minister of Indian Affairs and Northern Development commissioned a study group to investigate the state of Canadian polar science. Based on extensive consultations with Canada's northern research community, government departments, and non-government organizations, the study group produced its report, Canada and Polar Science, in March 1987. Among its recommendations was a call for the creation of "a national body to provide ongoing contact, at a senior level, between the federal government and those concerned with Canadian polar science and research".

Professor Thomas Symon's report The Shield of Achilles, which became the draft of a mandate for the Canadian Polar Commission, expressed concern that a new commission not duplicate the efforts of other institutions, but "build upon, complement and support the work of the many diverse existing Canadian institutions, programmes, and organizations that are dedicated to the development of polar knowledge".

The Canadian Polar Commission was established by Parliament in 1991 as Canada's national advisory agency on polar affairs. It supports Canada's polar research community by developing new information resources and technologies, and by helping bring a fresh and vital perspective to bear on Canadian policy making with respect to the Arctic and Antarctic. The Commission encourages the growth of new partnerships between the science community and Northern Canadians, and seeks actively to raise the profile of polar research at the national level.

Responsibilities

The Polar Commission's mandate requires it to: Monitor polar knowledge in Canada and around the world; work with Canadian and international institutions to determine scientific and other priorities; encourage support for Canadian polar research; communicate polar research information to Canadians; and foster international co-operation in the advancement of polar knowledge.

The Commission can: initiate, sponsor and support conferences, seminars, and meetings; undertake and support studies on matters relating to the polar regions, and publish and disseminate relevant studies and reports; recognize relevant achievements and contributions and give prominence to Canadian polar scientific research and its application; support and encourage organizations, institutions, and individuals involved in polar research.

Legislation

- Canadian Polar Commission Act (February 1991)

Organization

The Canadian Polar Commission Board members are selected for their northern expertise, and to reflect the ethnic, linguistic, and regional diversity of Canada's polar regions. Full-time employees in the Public Service of Canada are not eligible. Members hold office for three years, and may be appointed for a second term.

Information Holdings

Program Records

Polar Science Materials
Description: The Commission's files contain reports and studies relative to polar science; and the Commission's regular publications (Meridian and Newsletter of the Canadian Antarctic Research Network.)
Topics: Arctic research in Canada, Antarctic research by Canadians: various topics related to physical and social sciences
Program Record Number: CPC PUB 001

Canadian Polar Information Network (CPIN) FORUM
Description: CPIN Forum is an interactive communications tool that allows for the exchange of information regarding Canadian polar research. Individuals must register in order to obtain access.
Topics: Contact information
Program Record Number: CPC-CPIN 01

Directory of Polar Science Specialists
Description: The directory consists of information about specialists in Canadian polar research who wish to be included in the publicly accessible Researchers' Directory. These individuals submit their research specialty, a list of and recent publications, and their contact information.
Topics: Research specialty, recent publications, and contact information for Canadian polar specialists.
Program Record Number: CPC-RD-01

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

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Administration and Management Services

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Classification of Positions

Employment and Staffing

Equipment and Supplies

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Furniture and Furnishings

Hospitality

Human Resources

Official Languages

Pensions and Insurance

Personnel

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Particular Personal Information Banks

Applications for Employment
Description: The records related to this bank contain information on individuals who have submitted applications for employment and related correspondence. The records may contain letters, completed application forms, résumés, letters of reference and letters from the Commission acknowledging receipt of applications. The types of personal information collected include: applicant's name, mailing address, telephone number, e-mail address, employment status and history, marital status, age, sex, country of birth, citizenship, social insurance number, educational background and letters of recommendation.
Class of Individuals: Individuals seeking employment with the institution.
Purpose: To maintain an inventory of potential candidates that may considered for use in a staffing purpose when vacancies arise within the Canadian Polar Commission.
Consistent Uses: Relevant information may be transferred to an employee personnel record if the individual is offered and accepts employment. This information may also be used for planning and evaluation purposes.
Retention and Disposal Standards: Individual applications that are not considered during a staffing process are retained for six months after receipt of the application and then destroyed. Applications considered during a staffing process are retained for 3 years following the expiry of the eligibility list or after the last administrative use and then destroyed.
RDA Number: 98/005
Related PR#: PCP PRN 921
TBS Registration: 005600
Bank Number: CPC PPU 001

Canadian Polar Information Network (CPIN) FORUM
Description: The information in this PIB is used to maintain and administer the CPIN Forum. The personal information collected includes the individual's first and last name, title, the name of the organization represented, mailing address as provided, telephone and fax numbers as provided, and e-mail address.
Class of Individuals: Individuals who have self-registered in order to have access to the information services of the CPIN Forum according to their areas of interest.
Purpose: The CPIN forum site has been established to simplify the exchange of information between the various polar research communities, by allowing registered users to receive Information from and post information to the Polar Science Forum.
Consistent Uses: The information described in this PIB is used to monitor subscriptions, and to contact subscribers.

Retention and Disposal Standards: The record is retained for two years after an individual ceases subscribing.
RDA Number: To be determined
Related PR#: CPC-CPIN-01
TBS Registration: CPC PPU 002
Bank Number: CPC CPIN 001

Canadian Polar Information Network (CPIN) Researcher's Directory
Description: The database related to this bank contains information about individuals who are included in the Canadian Polar Information Network Researcher's Directory, The information in the bank is as follows: individual's first and last name; affiliation; province and country of residence; mailing address; telephone number, fax number and e-mail address as provided; website; research specialty; and recent publications.
Class of Individuals: Canadian polar specialists who have self-registered to be included in this directory as well as research partners if applicable.
Purpose: To provide an online searchable database of Canadian polar specialists and researchers that is accessible to the public.
Consistent Uses: This information is used to add to or update the directory listings.
Retention and Disposal Standards: The information is posted indefinitely and each entry is updated when new information is provided.
RDA Number: To be determined
Related PR#: CPC RD-01
TBS Registration: CPC PPU 003
Bank Number: CPC PPU 003

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Hospitality

Personnel Security Screening

Relocation

Travel

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please note: Requests made to the Canadian Polar Commission under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Canadian Polar Commission.

Requests for further information about the Commission may be directed to:

Canadian Polar Commission
Constitution Square
360 Albert Street, Suite 1710
Ottawa, Ontario K1R 7X7

Telephone: 613-943-8605
Facsimile: 613-943-8607

Reading Room:

Canadian Polar Commission
Constitution Square
360 Albert Street, Suite 1710
Ottawa, Ontario K1R 7X7

Canadian Race Relations Foundation

Chapter 46

General Information

Background

The Canadian Race Relations Foundation was established in 1996 to facilitate the development, sharing and application of knowledge and expertise in order to contribute to the elimination of racism and all forms of racial discrimination in Canada.

Responsibilities

The Canadian Race Relations Foundation undertakes research, collects data, and develops a national information base to further an understanding of the nature of racism and racial discrimination. It provides a knowledge base from which governments, academia, business, labour and community organizations can draw for the development of effective race relations policies and practices. The Foundation also disseminates information to increase public awareness of the importance of eliminating racism.

Legislation

- Canadian Race Relations Foundation Act

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Department and its various programs and functions may be directed to:

Nardeo Sham
Access to Information and Privacy Coordinator
4576 Yonge Street, Suite 701
Toronto, Ontario M2N 6N4

Telephone: 416-952-5063
Other Telephone: 1-888-240-4936
Facsimile: 416-952-3326
Email: nsham@crr.ca

Reading Room

In accordance with the Access to Information Act, the Canadian Race Relations Foundation has designated a reading room located at:

4576 Yonge Street, Suite 701
Toronto

Canadian Radio-television and Telecommunications Commission

Chapter 47

General Information

Background

The Canadian Radio-television and Telecommunications Commission (CRTC) was established by Parliament in 1968. It is an independent public authority constituted under the Canadian Radio-television and Telecommunications Commission Act (R.S.C. 1985, c. C-22, as amended) and reports to Parliament through the Minister of Canadian Heritage.

The CRTC is vested with the authority to regulate and supervise all aspects of the Canadian broadcasting system, as well as to regulate telecommunications common carriers and service providers that fall under federal jurisdiction. The CRTC derives its regulatory authority over broadcasting from the Broadcasting Act (S.C. 1991, c.11, as amended). Its telecommunications regulatory powers are derived from the Telecommunications Act (S.C. 1993, c. 38, as amended) and the Bell Canada Act. (S.C. 1987, c.19 as amended).

Responsibilities

In broadcasting matters, the CRTC regulates and supervises the public, community and private sectors with a view to implementing the broadcasting policy for Canada set out in section 3 of the Broadcasting Act. It has the power, inter alia, to issue, renew and amend licences and to set any conditions of licence it deems appropriate. With respect to federally-regulated telecommunications carriers, the CRTC has the power to ensure that the rates charged by the carriers are just and reasonable, and that Canadian carriers do not unjustly discriminate in relation to the provision of telecommunication services. The Commission's approval is also required for traffic and certain other types of agreements. The Commission also has powers to forbear from the regulation of services of Canadian carriers. In order to fulfil its mandate, the CRTC collects a variety of information pertaining to applicants and existing licensees of programming, distribution or network undertakings across the country. Financial and operating information is collected on a yearly basis in Annual Returns. Programming on radio and television is monitored: television stations, including pay television and specialty services, must submit detailed program logs monthly and radio stations must submit their program logs upon request. In the course of the public hearing process, information concerning the applications being heard is made available for public examination, as outlined in the CRTC Rules of Procedure. These public files include interventions made by anyone wishing to express his/her views with respect to particular applications or issues raised in public hearings. In telecommunications hearings, interrogatories and other more formal practices may be carried out, as outlined in the CRTC Telecommunications Rules of Procedure. The Commission receives complaints and inquiries from individuals, corporations or interest groups regarding both broadcasting and telecommunications. Copies of complaints relating to broadcasting matters are forwarded, for comment, to the licensee concerned and placed on a file available for examination by the public. As appropriate, certain complaints may be forwarded to the Canadian Broadcast Standards Council (the CBSC), which administers industry standards and codes of conduct.

Legislation

- Broadcasting Act
- Broadcasting Distribution Regulations
- Broadcasting Information Regulations, 1993
- Broadcasting Licence Fee Regulations, 1997
- Canadian Radio-television and Telecommunications Commission Act
- Canadian Telecommunications Common Carrier Ownership and Control Regulations
- CRTC Broadcasting Rules of Procedures
- CRTC Telecommunications Rules of Procedure
- Direction to the CRTC: Direct-to-Home (DTH) Pay-per-View Television Programming Undertakings

- Direction to the CRTC: Direct-to-Home (DTH) Satellite Distribution Undertakings
- Direction to the CRTC: Ineligibility of Non-Canadians
- Direction to the CRTC: Ineligibility to Hold Broadcasting Licences
- Direction to the CRTC: Reservation of Cable Channels
- Pay Television Regulations, 1990
- Radio Regulations, 1986
- Specialty Services Regulations, 1990
- CRTC Tariff Regulations
- Telecommunications Act
- Telecommunications Fees Regulations, 1995
- Television Broadcasting Regulations, 1987

Organization

The Secretary General and the Corporate Affairs and Operations Directorate

The Office of the Secretary General oversees the Corporate Affairs and Operations Directorate which includes the following Branches: Finance and Administrative Services, Information Management and Informatics, Human Resources, Secretariat and Corporate Project, Public Affairs, and the Operations Branch which includes Monitoring, Planning and Process and Client Services.

Corporate Projects and Secretariat

This group provides secretariat support to committee activities of the Commission and coordinates the CRTC's agenda management, and public hearing schedule.

Finance and Administrative Services

This Branch provides financial management and administrative services to ensure the efficient and cost effective operation of the Commission. It is responsible for corporate resource-based issues including cost recovery, policy issues dealing with CRTC Broadcasting Licence Fees and Telecommunications Fees, collection of fees, financial operations, budget management and control, and the preparation of departmental financial statements and Public Accounts; for administrative services including accommodation, telecommunications services, public hearing logistics and special projects.

Human Resources

Human Resources assists the Commission in carrying out its mandate by ensuring sufficient numbers of staff members who are competent, trained, deployed where needed, appropriately compensated and representative of the Canadian population. To accomplish this, Human Resources provides advice and guidance on the design of the organization and its positions, recruitment and selection of employees, investment in learning and development, maintenance of a positive work environment within the CRTC and administers the administration of pay and employee benefits. Much of this is governed by Acts of Parliament that apply to human resource management across the Public Service.

Information Management and Information Technology (IM/IT) Branch

The Information Management and Information Technology (IM/IT) Branch (IMB) promotes the cost effective management and use of information technology (IT) and information management (IM) resources in support of ministerial, corporate and government plans and priorities. IM/IT fosters the development and implementation of sound IM and IT practices in the Commission. It also administers the Access to Information Act and the Privacy Act within the Commission.

The Operations Division includes three groups: Monitoring, Plannning and Processes and Client Services.

Client Services

Client Services staff located across Canada: Ottawa, Vancouver, Edmonton, Regina, Winnipeg, Toronto, Montréal and Halifax, handle complaints and inquiries received by telephone, e-mail and letter from the general public as well as from industry, special interest groups and government representatives. Staffs communicate and explain the Commission's mandate, policies and decisions and maintain current information on the CRTC's Consumer Information web pages.

Monitoring

This group reviews the TV logs submitted monthly by stations and the logger tapes and musical lists submitted by radio stations in order to verify

compliance to regulations and conditions of licence pertaining to programming.

Planning and Process

This Group is responsible for the planning and procedures of all documents pertaining to applications, correspondence and liaison with the broadcasting and telecommunication industries. It is also responsible for the receipt, distribution and posting on the web of all applications. It also ensures the coordination of broadcasting applications which may be dealt with administratively, by public notice route or by public hearing. It coordinates public hearings for broadcasting and telecommunications. It is responsible for the issuance of licences, follow-ups of decisions and for ensuring the integrity of information in the data bases. Applications for certification of Canadian programs are also processed by this group.

Broadcasting and Telecommunications Directorate

The Broadcasting and Telecommunications Directorate is comprised of three branches: Broadcasting; Telecommunications; and Industry Analysis, Economics and Technology. Each branch reports to an Associate Executive Director. The Directorate also includes a Broadcasting Streamlining and Decisions component which is headed by a Director General.

The Directorate is responsible for providing the Commission with the information and recommendations it needs to supervise and regulate the Canadian broadcasting and telecommunications industries in accordance with the Broadcasting Act and the Telecommunications Act.

Broadcasting Branch

The Broadcasting Branch is responsible for all policy activities as well as the analysis of all broadcasting applications related to radio, television, social issues, and distribution, in accordance with the objectives of the Broadcasting Act. It also conducts dispute resolution processes, as appropriate.

The responsibilities of the Branch are carried out by four sections (Radio – Policy and Applications; Television – Policy and Applications, including social issues; Distribution – Policy and Applications; and Alternative Dispute Resolution), which report to the Associate Executive Director, Broadcasting.

Broadcasting Streamlining and Decisions

The Broadcasting Streamlining and Decisions component is responsible for the streamlining of filing requirements pertaining to distribution, radio, and television, as well as the process and procedures under which the industry and the CRTC execute their obligations and mandate, respectively. It is also charged with editing, coordinating and publishing Broadcasting policy public notices and decisions.

Industry Analysis, Economics and Technology Branch

The Industry Analysis, Economics and Technology Branch is mandated to keep abreast of the technological and business changes affecting the Commission's regulatory responsibilities in the two industries. It also monitors the financial, ownership, technological and market evolution of the businesses the Commission regulates. This Branch acts as a resource for both the Broadcasting and Telecommunications branches.

The responsibilities of the Branch are carried out by four sections (Industry Analysis, New Media & Technology, Strategic Research & Economic Analysis, and Ownership) which report to the Associate Executive Director, Industry Analysis, Economics and Technology.

The Branch is also responsible for ownership transactions (i.e. transfers/change in control/ ownership).

Telecommunications Branch

The Telecommunications Branch implements policy to provide Canadians with competitively supplied, innovative, and high-quality telecommunications services. Applications from service providers are considered in a public process and evaluated in relation to the objectives of the Telecommunications Act.

The activities of the Branch are carried out by three sections (Policy & Consumer Affairs, Decisions & Operations, and Competition, Costing & Tariffs), which report to the Associate Executive Director, Telecommunications.

Legal Directorate

The Legal Directorate is responsible for providing the Commission and its Chairperson with legal services and advice respecting the

implementation and interpretation of broadcasting, telecommunications and other related legislation. The Legal Directorate advises the Commission and its Chairman on the CRTC Act, the Broadcasting Act and Telecommunications Act, as well as statutory instruments such as regulations and rules of procedure made pursuant to these Acts, related federal and provincial legislation, and conflict of interest rules and guidelines.

It conducts questioning at public hearings and represents the CRTC during legal proceedings and provides advice on applications, procedural matters and associated questions on administrative law and policies formulated to further the Commission's legislative objectives.

The Legal Directorate also deals with complaints received by the Commission alleging violations of statutes or regulations and drafts regulations and associated amendments.

Information Holdings

Program Records

Applications (Existing Licences) – Broadcasting
Description: Information contained in applications for the amendment or renewal of AM, FM (Campus, Community, Native and Ethnic Radio), TV, Cable, Pay and Specialty Services licences, as well as information contained in any other applications requiring Commission authorization in respect of broadcasting licences.
Topics: Ownership, financial, programming, annual reports and other operational information.
Access: by type; AM, FM (Campus, Community, Native and Ethnic Radio), TV by call sign, cable in numerical order and other systems in alphanumeric order.
Program Record Number: CRT BRO 185

Applications (New Licences) – Broadcasting
Description: Information contained in new applications for obtaining a broadcasting licence and any other information required by the Commission for authorization of broadcasting licences.
Topics: Ownership, financial, programming and other operational information.
Access: Files arranged in numeric order.
Program Record Number: CRT BRO 190

Application Support System (APP)
Description: The APP system is used to register applications filed by the broadcasting and telecommunications industries. It also provides the ability to disseminate the application to the team, schedule the process, monitor the progress, and report activities and statistics for all broadcasting and telecommunications applications, decisions, licences and undertakings. It also provides the calendar of activities for the CRTC.
Topics: Broadcasting applications. Telecommunications agreements, tariff applications by federally-regulated carriers (rates, new tariff items and revisions), Part III applications (no longer used), Part VII applications, statistical reports and tariff committee agendas.
Access: 1) Broadcasting: radio by type: AM, FM (Campus, Community, Ethnic, Native, Religious, etc.); television by type and call sign, specialty programming services, pay television; cable television and all other systems (e.g. multipoint distribution systems (MDS), and video-on-demand (VOD)) in alphanumeric order; 2) Telecommunications: by applicant, subject, tariff number, and Public Notice or final Decision numbers, respectively and includes interventions received from interested parties.
Program Record Number: CRT APP 085

Audience Data
Description: Comprehensive audience information containing: 1) the Bureau of Broadcast Measurement's (BBM) Fall (four week) and Spring (three week) diary-based surveys for all television viewing in Canada and; 2) the BBM's Fall and Spring multi-week diary-based surveys for all radio listening in Canada and; 3) Nielsen Media Research's weekly metered data of all television viewing in Canada.
Topics: For 1) and 2) above – (BBM) Audience and programming information by licensee. Computerized Stand Alone Database.
Access: restricted internally. Contractual agreement permits dissemination of data and analysis only to federal departments and regulatory agencies (no Crown Corporations). For 3) above (Nielsen) – Audience and programming information by licensee. Computerized weekly data and weekly reports. Contract is for one year and does not permit dissemination of data to any outside sources.
Program Record Number: CRT AUD 210

Broadcasting Policy
Description: Information on a range of broadcasting policy matters, including correspondence, documents, studies, etc.,

involving the Commission, individuals, industry organizations, interest groups, governments and licensees.
Topics: Advertising to children, gender portrayal, Canadian content, Canadian talent development, French vocal music, open line shows, political broadcasting, religious broadcasting, satellite services, violence on television and others.
Access: by subject
Program Record Number: CRT BRO 215

Broadcasting Profile
Description: General information relating to individuals and type of undertaking (AM, FM, TV, Specialty) or companies authorized to operate broadcasting undertakings in Canada.
Topics: Call sign, licensee name, band, format, address and telephone number, region, language, frequency, power of transmission, system number, licensee number, origination, affiliation, market, class, expiry date.
Access: by service.
Program Record Number: CRT BRO 165

Canadian Program Certification
Description: Information on programs that have been certified as Canadian content.
Topics: Program title, duration, production data and type of certification (Canadian, special recognition, dubbing of a foreign production done in Canada).
Access: in alphanumeric order by company name or applicant name. Computerized database accessible by title, applicant name, file number or by Canadian Program Certification number. An updated list of Canadian Program Certification Numbers is also available on the CRTC's website.
Program Record Number: CRT PGM 180

Commission Proceedings
Description: Information on Commission proceedings dealing with broadcasting and telecommunications matters.
Topics: Public notices, decisions, circular letters, telecommunications orders, and public hearing transcripts.
Access: by date and location of public hearing.
Format: Public hearing transcripts available on microfilm (1968-1981), compact disk, (2-year retention period), and hardcopy, as well as on the website since 1998.
Program Record Number: CRT SEC 080

Correspondence – Broadcasting, Telecommunications, General Complaints and Inquiries
Description: Correspondence from the public, licensees and other interested parties on any matter under the Commission's jurisdiction, not including interventions and comments related to applications or policy proceedings. Computerized database registers, tracks and reports on correspondence from receipt to completion.
Topics: Complaints and inquiries concerning program content and scheduling, advertising, channel line-ups, cable rates, telephone tariffs and agreements, quality of service, and terms of service.
Access: Computerized database allows extensive search and reporting capabilities.
Program Record Number: CRT CCM 100

Data Collection System (DCS)
Description: A system used for collecting data for archiving, reporting and analyzing data related to competition in Canadian telecommunications markets, to produce a Report to the Governor in Council (GIC); Telecommunications registration list membership and contact details, International telecommunications licence renewals, Telecommunications fees and the Contribution Collection Mechanism (CCM). DCS also contains contact details on individuals and entities needed to administer and collect the aforementioned data, pursuant to Telecom Circulars 2003-1 and 2005-4
Topics: Data collection for a range of CRTC business activities
Access: Limited internally.
Program Record Number: CRT DCS 255

Financial Data (Broadcasting)
Description: Information gathered from the Statistics Canada Annual Returns for Television and Radio Programming Undertaking(s), including networks, and for Broadcasting Distribution Undertakings. It is augmented by the CRTC Annual Return Supplement (pay television and specialty services annual returns) for Pay Television and Specialty Programming Services; a CRTC Employment Equity Supplement for Television and Radio licensees, Broadcasting Distribution licensees and Pay Television and Specialty licensees; a CRTC Fixed Asset Supplement for rate-regulated cable systems; a CRTC Canadian Talent Development (CTD) Initiatives Supplement for radio systems and a CRTC Alcohol Advertising Supplement for television, radio, pay and specialty services. The Annual Return and CRTC Supplement are filed by November 30 of each year

in compliance with CRTC Regulations.
Topics: 1) Financial Returns, of which (i) Cable Annual Returns for rate-regulated class 1 systems are available to the public and non-regulated class 1 and all class 2 and 3 systems are protected information and not available to the public; (ii) Radio and Television Annual Returns are protected information and not available to the public, and (iii) most of the data fields on Pay Television and Specialty Programming Service Annual Returns are available to the public; 2) CRTC Fixed Asset Schedules, which provide a history – in summary form – of a cable licensee's fixed assets, for rate-regulated class 1 systems are available to the public and for class 2 and 3 systems are protected information and not available to the public; 3) Corporate Returns, of which (i) Cable Financial Statements are available to the public if there is only rate-regulated class 1 systems under the licensee; details regarding licensees within class 2 and 3 systems are protected information and not available to the public; (ii) Radio and Television Financial Statements are protected information and not available to the public; and (iii) most of the data fields on Pay Television and Specialty Programming Services Financial Statements are available to the public.
Access: Protected information is restricted to the CRTC, Heritage Canada and Statistics Canada.
Program Record Number: CRT FDB 225

Interventions
Description: Information necessary to register, code and track all public comments filed with the Commission for the purpose of supporting or opposing or commenting on a broadcasting application, or in response to a broadcasting policy public notice.
Topics: Name, address and telephone number of intervenor and related correspondence.
Access: Computerized database can be accessed by Public Hearing number/Public Notice number. Restricted prior to publication of a Notice of Public Hearing or Call for Comments in the Canada Gazette. After publication, all broadcasting interventions are available for viewing at the Documentation Centres and on the CRTC's Website.
Format: Files prior to 1996 are arranged by call sign in alphanumeric order for each broadcasting undertaking. Books with copies of interventions are arranged by date and location of public hearing and applicant name.
Program Record Number: CRT CIN 220

Legal Correspondence and Advice
Description: Information prepared and/or received by the Legal Directorate with respect to broadcasting, telecommunications and general matters of a legal nature.
Topics: Correspondence and legal opinions with respect to legal advice given to the Commission.
Access: Limited internally
Program Record Number: CRT IML 105

Mapping Data
Description: Information that permits the computerized (geographical) mapping of service areas of all broadcasting undertakings in Canada.
Topics: Service areas, demographics, cable signal carriage, cable rates and number of subscribers.
Access: Limited internally. Contractual agreement with data providers prohibits dissemination of some data and analysis.
Program Record Number: CRT MAP 235

Ownership System
Description: Information on the ownership and control structure for each Canadian broadcast undertaking (radio, television, cable television, specialty services, pay television, video-on-demand, etc.) and for all entities involved in the control chain or, together with available information on related entities involved in distribution, production, film, publication, print, multimedia and communications ventures.
Topics: Principal shareholders and holdings, administrators, citizenship, residence, and executive functions, including control; details of multiple ownership holdings; and securities.
Access: Files arranged by company name.
Program Record Number: CRT OWN 025

Radio – Canadian Talent Development Contribution
Description: Canadian talent development contribution for radio broadcasters in Canada.
Topics: Amounts of contribution required by condition of licence and the amount spent on an annual basis.
Access: By licensee, call sign, location and province.
Program Record Number: CRT BRO 170

Radio Assessment of Programming
Description: Information relating to the review of the logger tapes created by Canadian radio stations for the purpose of monitoring compliance.
Topics: Canadian radio station logger tapes.
Access: Limited internally.
Program Record Number: CRT RAP 240

Signal Carriage/Mediastats
Description: Information regarding cable television undertakings in Canada and the signals they are authorized to distribute.
Topics: Demographics, signals carried, rates, subscribers.
Access: Limited internally. Contractual agreement prohibits dissemination of either data or analysis.
Program Record Number: CRT CBL 195

Technical Data
Description: Information concerning the operations and technical parameters of Canadian radio and television undertakings, including border area, United States FM radio and television operations, and listings of unused Canadian frequency allotments.
Topics: Call signs, power and location of transmitters, signal interference, frequency allotments and other relevant engineering information.
Access: Available to the public by location, licensee or applicant name.
Program Record Number: CRT TEC 245

Television Programming
Description: Information bank that allows the CRTC to monitor the compliance and performance of Canadian television undertakings over the course of their licence term.
Topics: TV, pay television and specialty services logs, Canadian content, conditions of licence and expectations.
Access: Available on the CRTC website.
Program Record Number: CRT BRO 250

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Audits

Automated Document, Records, Information Management Systems

Budgets

Buildings

Buildings and Properties

Classification of Positions

Co operation and Liaison

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Proactive Disclosure

Procurement

Salaries and Wages

Staff Relations

Training and Development

Travel

Utilities

Vehicles

Particular Personal Information Banks

Annual Returns – Broadcasting
Description: This bank contains financial information on individuals and/or companies authorized under the Broadcasting Act to own and operate broadcasting undertakings in Canada.
Class of Individuals: Members of the public who have a financial or ownership interest in a broadcasting undertaking.
Purpose: used in the preparation of financial analysis comments for the various public hearings with respect to the granting of licences for broadcasting undertakings; compiling and analyzing data on the broadcasting industry such as growth trends and industry performance; the assessment of annual licence fees to be paid by the licensees.
Consistent Uses: None
Retention and Disposal Standards: Records are retained for seven years and then destroyed.
RDA Number: 2002/002
Related PR#: CRT FDB 225
TBS Registration: 003716
Bank Number: CRT PPU 015

Applicants File – Broadcasting
Description: This bank contains information on the identification of applicants for broadcasting licences; investment (equity and/or securities) held by an applicant in a broadcasting undertaking and any other holdings; and explanations of the organization, service information, capital costs and facilities, and financial operations information.
Class of Individuals: Members of the public who are part of an application filed for a broadcasting licence.
Purpose: To provide information on individuals and/or companies, partnerships, and individuals doing business under a registered name, relative to obtaining, renewing and amending a licence for a broadcasting undertaking in order to process the application.
Consistent Uses: None
Retention and Disposal Standards: Records are retained for 21 years and then destroyed.
RDA Number: 2002/002
Related PR#: CRT BRO 185 and CRT BRO 190
TBS Registration: 003718
Bank Number: CRT PPU 035

Broadcast Correspondence Files
Description: This bank contains comments, inquiries and complaints covering a wide range of topics, most of which are related to the Broadcasting Act and regulations under the Act.
Class of Individuals: Members of the general public who wish to submit complaints, comments and/or enquiries to the Commission and broadcasting licensees.
Purpose: The purpose of this bank is to maintain a record of correspondence with licensees, including AM and FM radio, television, cable, specialty services and pay television concerning programming matters such as logs, tape recordings of programs, commercials and Canadian content issues.
Consistent Uses: None.
Retention and Disposal Standards: Records are retained for 21years and then destroyed.
RDA Number: 2002/002
Related PR#: CRT BRO 165, CRT BRO 185, CRT BRO 190, CRT BRO 215, CRT CIN 220 and CRT PGM 180
TBS Registration: 003723
Bank Number: CRT PPU 020

Complaints and Representation Files
Description: This bank contains the name, address, as well as other personal details provided, of the person or agent, if any, lodging a complaint or wishing to make a representation to the Commission on any matter within its jurisdiction, as well as details on the nature of the complaint or representation.
Class of Individuals: Members of the public who file a complaint or make inquiries to the Commission and broadcasting licensees.
Purpose: To maintain a record of any person who wishes to lodge a complaint with, or make any representation to, the Commission with respect to any matter that is not directed to any application before the Commission. Copies of many of the complaints are placed on a file available for examination by the public.
Consistent Uses: None
Retention and Disposal Standards: Records are retained for 21 years and then destroyed.
RDA Number: 2002/002
Related PR#: CRT CCM 100
TBS Registration: 003722
Bank Number: CRT PPU 005

Complaints, Inquiries and Briefs – Telecommunications
Description: This bank contains all information relevant to the submission, processing, investigation and disposition of complaints and inquiries from customers or users of telecommunications services furnished by the telecommunications companies under the Commission's jurisdiction. The bank contains all correspondence between the Commission and the telecommunications company against which the complaint or inquiry is directed, on such matters as quality of service, rates and charges, credit and collection practices.
Class of Individuals: Members of the , public who submit complaints or inquiries to the Commission.
Purpose: To maintain a depository for case files on telecommunications complaints and inquiries for the purpose of resolving disputes or responding to inquiries.
Consistent Uses: None.
Retention and Disposal Standards: In the process of reviewing
RDA Number: 2002/002
Related PR#: CRT APP 085 and CRT CCM 100
TBS Registration: 003717
Bank Number: CRT PPU 025

Data Collection System (DCS)
Description: The Data Collection System (DCS) is a web-enabled application designed to capture and analyze data related to CRTC registration lists, Telecommunications fees, the National Contribution

Fund administration, international licences and monitoring of the Canadian telecommunications industry. The personal information collected includes the individual's full name, title, the name of the organization represented, work mailing address, work e-mail address, work telephone number and fax number.
Class of Individuals: Individuals or managers who are responsible for reporting to the CRTC on behalf of their Canadian and/or international organization.
Purpose: The system is used to facilitate the entire data collection process for a range of CRTC business activities including, but not limited to, a survey of reporting telecommunication service provider organizations across Canada and globally. Reporting organizations are providers of telecommunications services that may or may not have earned telecommunications-based revenues during the reporting period.
Consistent Uses: This information may be used to produce the annual Report to the Governor in Council.
Retention and Disposal Standards: In the process of reviewing
RDA Number: 2002/002
Related PR#: CRT DCS 255
TBS Registration: 006441
Bank Number: CRT PPU 070

Legal Directorate
Description: A record of prosecutions and investigations conducted by the Legal Directorate, as well as some of the material upon which such prosecutions and investigations were contemplated or carried out. It also provides a record of cases in which the Commission is involved and some other material relevant to such cases.
Class of Individuals: Persons who may have breached the Broadcasting or Telecommunications Acts or their regulations.
Purpose: To provide a record of legal opinions and advice given to the Commission by the Legal Directorate and other sources and to retain some of the material upon which such advice was given.
Consistent Uses: None.
Retention and Disposal Standards: Files are kept 10 years following a closing letter of a Judgment of the Court
RDA Number: 2002/002
Related PR#: CRT IML 105
TBS Registration: 003720
Bank Number: CRT PPU 045

Master Address Database
Description: The Master Address Database (MAD) is an internal, computerized contact list and address book. The database contains the contact and address information for organizations and individuals with which the Commission conducts its business. The Master Address Database stores information in a standardized and consistent manner to ensure data integrity and to reduce the effort to maintain client information in different areas within the Commission. The personal information collected includes the individual's name, title, mailing address, alternative addresses, telephone number, fax number, e-mail address, Canadian citizenship and company contact name.
Class of Individuals: Members of the public and individuals representing organizations with which the Commission conducts business.
Purpose: The MAD application is used within the Commission to capture and manage the contact information relating to those organizations and individuals with which the Commission interacts.
Consistent Uses: None
Retention and Disposal Standards: In the process of reviewing
RDA Number: 2002/002
Related PR#: CRT OWN 025, CRT CIN 020, CRT FDB 225, CRT CCM 100, CRT APP 085, CRT PGM 180
TBS Registration: 006209
Bank Number: CRT PPU 065

Ownership Profiles – Broadcasting
Description: This file contains the name of the individual ownership shareholding, together with the location and type of undertaking (cable, AM, FM or TV) of those individuals authorized under the Broadcasting Act to own and operate broadcasting undertakings in Canada.
Class of Individuals: Members of the public who have shares in a broadcasting undertaking.
Purpose: For use in the monitoring and preparation of ownership comments for the various public hearings held across the country with respect to the granting and renewal of licences for broadcasting undertakings. The information is also used to assess the impact of any ownership transfer and to assert the Canadian ownership and control.
Consistent Uses: None
Retention and Disposal Standards: Files are maintained until an administrative decision from the program instructs the Documentation Centre to destroy the file. Disposal date is the last instruction on file. Final disposition is one year

after the disposal date.
RDA Number: 2002/002
Related PR#: CRT OWN 025
TBS Registration: 003715
Bank Number: CRT PPU 010

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records and Information Management Systems

Hospitality

Personnel Security Screening

Travel

Manuals

- Financial Manuals
- Security Policy

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for information under these Acts may be directed to the CRTC's Access to Information and Privacy Coordinator at (819) 997-4274. Comments, complaints and general inquiries may be directed to CRTC Headquarters or to any of the Regional Offices, in person, by telephone or in writing, at:

Headquarters

CRTC Client Services
Ottawa, Ontario K1A 0N2

Complaints and Inquiries:
Telephone: 819-997-0313
Toll-free: 1-877-249-2782
TDD – Toll-free: 1-877-909-2782
Facsimile: 819-994-0218

Atlantic Region

Metropolitan Place
99 Wyse Road, Suite 1410
Dartmouth, Nova Scotia B3A 4S5
Telephone: 902-426-7997
Facsimile: 902-426-2721

Midwest Region

275 Portage Avenue, Suite 1810
Winnipeg, Manitoba R3B 2B3

Telephone: 204-983-6306
TDD: 204-983-8274
Facsimile: 204-983-6317

Cornwall Professional Building
2125 11th Avenue, Suite 103
Regina, Saskatchewan S4P 3K3

Telephone: 306-780-3422

10405 Jasper Avenue, Suite 520
Edmonton, Alberta T5J 3N4

Telephone: 780-495-3224

Ontario Region

55 St. Clair Avenue East, Suite 624
Toronto, Ontario M4T 1M2

Telephone: 416-952-9096

Pacific Region

580 Hornby Street, Suite 530
Vancouver, British Columbia V6C 3B6

Telephone: 604-666-2111
TDD: 604-666-0778
Facsimile: 604-666-8322

Quebec Region

205 Viger Avenue West, Suite 504
Montreal, Quebec H2Z 1G2

Telephone: 514-283-6607

General information on the CRTC, including daily releases, governing legislation and regulations, fact sheets on various topics and speeches, may be accessed on the website at www.crtc.gc.ca

If you wish to file interventions on specific applications or proposed policies issued by the CRTC, you may contact us by writing to the Secretary General, CRTC, Ottawa Ontario K1A 0N2, by internet at www.crtc.gc.ca or a fax at: (819) 994-0218.

Other information services:

Library

Central Building, Terrasses de la Chaudière
1 Promenade du Portage, 2nd Floor
Gatineau, Quebec

Telephone: 819-997-4484
Facsimile: 819-994-6337
Internet: www.crtc.gc.ca

Business Hours: Monday – Friday 08:30 – 16:30

Reading Room

The following have been designated under the Access to Information Act as public reading rooms.

They have also been designated for examination of applications, public hearing documentation, interventions and complaints files:

Documentation Centre
1 Promenade du Portage, 2nd floor
Central Building
Terrasses de la Chaudière
Gatineau, Quebec

Telephone: 819-996-2429

Atlantic Region

Metropolitan Place
99 Wyse Road, Suite 1410
Dartmouth, Nova Scotia B3A 4S5

Telephone: 902-426-7997

Midwest Region

275 Portage Avenue, Suite 1810
Winnipeg, Manitoba R3B 2B3

Telephone: 204-983-6806

Cornwall Professional Building
2125 11th Avenue, Suite 103
Regina, Saskatchewan S4P 3K3

Telephone: 306-780-3422

10405 Jasper Avenue, Suite 520
Edmonton, Alberta T5J 3N4

Telephone: 780-495-3224

Ontario Region

55 St. Clair Avenue East, Suite 624
Toronto, Ontario M4T 1M2

Telephone: 416-952-9096

Pacific Region

580 Hornby Street, Suite 530
Vancouver, British Columbia V6C 3B6

Telephone: 604-666-2111

Quebec Region

205 Viger Avenue West, Suite 504
Montreal, Quebec H2Z 1G2

Telephone: 514-283-6607

Canadian Security Intelligence Service

Chapter 48

General Information

Background

The Canadian Security Intelligence Service (CSIS) has operated pursuant to the Canadian Security Intelligence Service Act, since its inception in 1984.

Responsibilities

CSIS collects, analyzes and retains information and intelligence respecting activities that may on reasonable grounds be suspected of constituting threats to the security of Canada, and reports to and advises the Government of Canada in relation to these matters.

The Service also plays a role in providing security assessments to departments of the Government of Canada (in accordance with section 13 of the CSIS Act and government security policy) and may provide security assessments to the government of a province or any department thereof, any police force in a province, and to the government of a foreign state or institution thereof or an international organization of states or institutions thereof when a security clearance is a required condition of employment. As well, CSIS may advise any Minister of the Crown on matters relating to the security of Canada, or provide any Minister of the Crown with information relating to security matters or criminal activities that is relevant to the exercise of any power or the performance of any duty or function by that Minister under the Citizenship Act or the Immigration Act. It may also conduct such investigations as are necessary in order to provide security assessments or advice to Ministers. Further, CSIS may, in relation to the defence of Canada or the conduct of international affairs, assist the Minister of National Defence or the Minister of Foreign Affairs and International Trade, within Canada, in the collection of information or intelligence relating to the capabilities, intentions or activities of any foreign state or group of foreign states or any person other than a Canadian citizen or permanent resident, or corporation.

Legislation

- Canadian Security Intelligence Service Act

Organization

The Director, under the direction of the Minister, has the control and management of CSIS and all matters connected therewith. The Assistant Director, Secretariat has the responsibility to support the activities of the Director and senior management. The Assistant Director Corporate has general responsibility for information management, internal security, management services, technical and scientific services. The Deputy Director Operations has responsibility for foreign liaison, human sources, operational support and the regional offices. The Assistant Director Operations reports to the Deputy Director Operations regarding the counter-terrorism, counter-intelligence, counter-proliferation, security screening, analysis and production programs. The Assistant Director Human Resources has overall responsibility for human resource programs.

Information Holdings

Program Records

Corporate
Description: Information relating to information management, internal security, management services, technical and scientific services.
Topics: Activities relating to policy, planning and coordination of matters prepared for the Director and senior management, including the development and maintenance of CSIS policy manuals, directives and external agreements; activities related to the management of information holdings; activities related to the security of information, personnel, facilities and other classified assets; and activities related to the development of security related equipment.
Access: By subject matter
Format: Hardcopy and/or EDP systems
Program Record Number: SIS DDS 040

Human Resources
Description: Information relating to planning, organizing and coordination of the personnel services program.
Topics: Activities relating to recruiting, staffing, classification, training and development, compensation and benefits, staff relations,

official languages, employment equity and multiculturalism, career management, honours/ incentive awards, health services, employee assistance, occupational safety and health, and the employees' association.
Access: By subject matter.
Format: Hardcopy, EDP and/or microfiche.
Program Record Number: SIS DDS 050

Operations
Description: Information relating to counter-terrorism and counter-intelligence programs, counter-proliferation and regional operational activities in respect to these programs; information relating to the identification and development of the government's operational requirements, the results and evaluations; information relating to intelligence analysis, production and threat assessment, operational support, human sources and the security screening programs. Public safety is the primary requirement.
Topics: Activities relating to organizations and groups engaged in past, current and projected threats to the security of Canada as defined in the CSIS Act; briefly, activities relating to espionage or sabotage that is against or is detrimental to the interests of Canada; or, activities directed toward or in support of such activity; foreign influenced activities within or relating to Canada that are detrimental to the interests of Canada, and are clandestine or deceptive, or involve a threat to any person; activities within or relating to Canada directed toward or in support of the threat or use of acts of serious violence against persons or property for the purpose of achieving a political, religious or ideological objective within Canada or a foreign state; and, activities directed toward undermining by covert unlawful acts, or directed toward or intended ultimately to lead to the destruction or overthrow by violence of the constitutionally established system of government in Canada. Information relating to disclosures of information to authorized recipients under Section 19 of the CSIS Act, including the coordination of CSIS responses to government institutions requesting assistance in preparing threat or risk assessments; activities relating to the maintenance of overall control and accountability for special operations involving the execution of powers under a federal court warrant; activities relating to the management of human sources; activities supporting the government's security clearance program, and activities supporting the government's citizenship and immigration programs and various security programs of provincial governments and agencies.
Access: By subject matter.
Format: Hardcopy, microfiche and/or EDP systems.
Program Record Number: SIS DDS 010

Secretariat
Description: Information relating to legislative affairs, ministerial relations and Parliamentary liaison, internal review committees, communications, and the Access to Information and Privacy Act (ATIP) program.
Topics: Activities relating to liaison with the Security Intelligence Review Committee, the Office of the Inspector General, Parliamentary committees or commissions, the target authority and warrant review committee; CSIS meetings held internally, interdepartmentally and internationally; ministerial correspondence, including housebook cards; media and public relations; requests, disclosures and policy related to the administration of the ATIP program.
Access: By subject matter.
Format: Hardcopy and/or EDP systems.
Program Record Number: SIS DDS 045

Particular Personal Information Banks

Access Request Records
Description: This bank contains personal information on individuals who have submitted a formal request under the Privacy Act or Access to Information Act for access to information originally obtained or prepared by CSIS. Documents include access and correction requests, notations, consultations with other government institutions, third party notices, exemptions, exclusions, disclosures, complaints, documents prepared for Court, and other documents pertaining to the processing of the request.
Class of Individuals: Individuals or authorized agents who have submitted a "Personal Information Request Form" or an "Access to Information Request Form" to a federal or provincial institution.
Purpose: To process Personal Information Request Forms and requests under the Access to Information Act.
Consistent Uses: Personal information may be used for the management of CSIS, research, audit, planning, evaluation and statistical purposes and to meet its legal reporting requirements.
Retention and Disposal Standards: As a requirement of the Privacy Act Regulations,

information is retained until all avenues of legal appeal have been exhausted with a minimum retention of two years. When files have been designated as historical, they may be transferred to the custody and control of the Library and Archives Canada; and where the record has not been so designated, it shall be destroyed.
RDA Number: 2003/007, 2001/026
Related PR#: SIS DDS 045
TBS Registration: 001681
Bank Number: SIS PPU 020

Canadian Security Intelligence Service Investigational Records
Description: This bank contains personal information on identifiable individuals whose activities are suspected of constituting threats to the security of Canada; on identifiable individuals who are or were being managed as confidential sources of information; on identifiable individuals no longer investigated by CSIS but whose activities did constitute threats to the security of Canada and which still meet the collection criteria stipulated in section 12 of the CSIS Act, and on identifiable individuals the investigation of whom relate to the conduct of international affairs, the defence of Canada or any state allied or associated with Canada or the detection, prevention or suppression of subversive or hostile activities. Exempt Bank Status: This bank has been designated as an exempt bank by Order-in-Council No.14 (CSIS) dated 26 November 1992.
Class of Individuals: Individuals suspected of espionage or sabotage against Canada or the interests of Canada; individuals involved in foreign influenced activities within or relating to Canada that are clandestine or deceptive or involve a threat to any person; individuals involved in activities within or related to Canada directed toward the use of serious acts of violence to achieve a political, religious or ideological objective within Canada or a foreign state; or individuals whose activities are directed toward the unlawful covert undermining, or the overthrow by violence, of the constitutionally established government system in Canada; or any other activities described in the definition of "threats to the security of Canada" at section 2 of the CSIS Act; individuals identified relating to a national security concern, the defence of Canada or the conduct of the international affairs of Canada; and individuals who are confidential sources of information.
Purpose: Collected under section 12 of the CSIS Act with respect to threats to the security of Canada; under section 15 concerning the collection of information for the purpose of providing advice pursuant to section 14; and under section 16 concerning the collection of information or intelligence relating to the capabilities, intentions or activities of foreign states and certain persons.
Consistent Uses: CSIS may only disclose information it obtains if it does so in of the law, or where it relates to the conduct of Canada's international affairs or to the defence of Canada, then it may be disclosed to the appropriate police officials and Attorney General, to the Minister of Foreign Affairs and International Trade and to the Minister of National Defence, respectively. Thirdly, information may be disclosed where, in the opinion of the Minister, disclosure to any Minister of the Crown or person in the Public Service of Canada is essential in the public interest and that interest clearly outweighs any invasion of privacy that could result from the disclosure. Pursuant to section 13 and 14 of the CSIS Act, CSIS may also disclose information in the preparation of a domestic or foreign security assessment, or in providing advice under the Citizenship Act or Immigration Act. Personal information may also be disclosed to the Inspector General and the Security Intelligence Review Committee. Information in this bank may also be used for audit, research, planning, evaluation and statistical purposes.
Retention and Disposal Standards: Information in this bank may be retained from two years to twenty years after the last action, subject to the retention and disposal schedules approved by the National Archivist. When files have been designated as historical, they may be transferred to the custody and control of the Library and Archives of Canada; and where the record has not been do designated, it shall be destroyed.
RDA Number: 2001/026, 91/013
Related PR#: SIS DDS 010
TBS Registration: 002872
Bank Number: SIS PPU 045

Canadian Security Intelligence Service Records
Description: This bank consists of information on individuals who came to the attention of the former RCMP Security Service while carrying out its responsibilities pertaining to informing the government of national security concerns. This bank may also contain information on individuals who incidentally came to the attention of CSIS as a result of carrying out its mandate under section 12 and/or section 16 of the CSIS Act. This bank may contain information on individuals mentioned in reports related to probable unauthorized disclosure of, or unauthorized access to,

classified information or assets.
Class of Individuals: Defectors, human sources or individuals, the nature of whose actions or activities caught the attention of CSIS or of its predecessor, the former RCMP Security Service; individuals suspected of espionage or sabotage against Canada or the interests of Canada; individuals involved in foreign influenced activities within or relating to Canada that were clandestine or deceptive or involved a threat to any person; individuals involved in activities within Canada that were directed toward the use of serious acts of violence to achieve a political, religious or ideological objective within Canada or a foreign state; or individuals whose activities that were directed toward the unlawful covert undermining, or the overthrow by violence, of the constitutionally established government system in Canada; individuals, other than Canadians or permanent residents, whose capabilities, intentions or activities regarding the defence of Canada or the conduct of international affairs are inimical to the interests of Canada.
Purpose: Collected or obtained by CSIS or the former RCMP Security Service and retained by CSIS under section 12 concerning threats to the security of Canada or under sections 15 or 16 concerning the collection of information relating to the capabilities, intentions or activities of foreign states and certain persons.
Consistent Uses: CSIS may only disclose information if it does so in accordance with the controls of subsection 19(2) of the CSIS Act. First, it may disclose information for the purposes of the performance of its duties and functions under the CSIS Act or the administration or enforcement of that Act, or as required by any other law. The Service may thus disclose personal information to the Government of Canada, for example, as part of its duty to report and give advice to the government regarding activities suspected of constituting threats to the security of Canada. Secondly, where the information in the Service's possession may be used in the investigation or prosecution of an alleged contravention of the law, or where it relates to the conduct of Canada's international affairs or to the defence of Canada, then the information may be disclosed to the appropriate police officials and to the Attorney General, the Minister of Foreign Affairs and International Trade, and the Minister of National Defence, respectively. Thirdly, information may be disclosed where, in the opinion of the Minister, disclosure to any Minister of the Crown or person in the Public Service of Canada is essential to the public interest, and that interest clearly outweighs any invasion of privacy that could result from the disclosure. Pursuant to sections 13 and 14 of the CSIS Act, CSIS may also disclose information in the preparation of a domestic or foreign security assessment, or in providing advice under the Citizenship Act or the Immigration Act. Information in this bank may also be used to assist provincial governments, foreign and domestic agencies, on request, through agreements established under section 17 of the CSIS Act. (See Classes of Personal Information at the end of this Chapter) Personal information may also be disclosed to the Inspector General and to the Security Intelligence Review Committee. This bank may be used as a source of information or for linking with other information sources for the purposes of fulfilling CSIS's legislated mandate. This information may also be used for audit, research, planning, evaluation and statistical purposes.
Retention and Disposal Standards: Information in this bank is under continuous review and files are disposed of in accordance with the retention and disposal schedules approved by the National Archivist. When files have been designated as historical, they may be transferred to the custody and control of the Library and Archives of Canada; and where the record has not been do designated, it shall be destroyed.
RDA Number: 2001/026, 91/013
Related PR#: SIS DDS 010
TBS Registration: 000837
Bank Number: SIS PPU 015

Complaints Against CSIS or Its Employees
Description: This bank contains complaints communicated to CSIS, the Security Intelligence Review Committee (SIRC) or the Department of Public Safety and Emergency Preparedness Canada against CSIS or its employees, and any record generated to resolve such complaints that is under CSIS control. In addition to the requirements indicated on the Personal Information Request form, individuals must provide the location where the complaint was reported and the nature of the complaint to retrieve the information of interest for processing.
Class of Individuals: Individuals involved in complaints against CSIS or its employees.
Purpose: To determine the validity of complaints and to record any corrective measures taken, including recommendations for disciplinary or misconduct proceedings.
Consistent Uses: Used in disciplinary and

misconduct processes under the CSIS Act. The SIRC or the Inspector General may also use information in this bank to conduct investigations of CSIS. Information in this bank may also be used for the management of CSIS, research, audit, planning, evaluation and statistical purposes.
Retention and Disposal Standards: A minimum of twelve years after the last documentation on the individual complaint file, then transferred to the Library and Archives of Canada.
RDA Number: 2003/007
Related PR#: SIS DDS 045
TBS Registration: 002762
Bank Number: SIS PPU 035

CSIS Candidates
Description: This personal information bank contains recruitment documents or applications for employment with CSIS and any related correspondence. This bank may also contain personnel or staffing interviews, polygraph tests, psychological tests, test results, analysts' reports and security assessment advice. Please note that disclosure of psychological and polygraph tests are achieved through your personal examination of the test(s) in the presence of a designated practitioner. Instructions on how to contact the designated practitioner will be issued during the access request process, unless you specify that you do not want access to one or either of the tests.
Class of Individuals: Potential CSIS candidates.
Purpose: To meet the administrative and/or operational needs of CSIS.
Consistent Uses: Information may be transferred to an employee bank if the individual is offered and accepts employment. The candidate's skills may be assessed and, if deemed suitable, may be invited to serve in a capacity other than the position or level of initial interest. Some information in this bank may be used to verify attempts to infiltrate CSIS. This information may also be used for research, audit, planning, evaluation and statistical purposes.
Retention and Disposal Standards: Retained a minimum of two years. However, unsolicited applications are destroyed after six months.
RDA Number: 95/005, 2001/026
Related PR#: SIS DDS 050
TBS Registration: 000839
Bank Number: SIS PPU 025

Post Contract Evaluation
Description: This bank contains information relating to suppliers providing a variety of goods and services including EDP hardware, software and consulting support; technical equipment; general property management. This bank contains names, addresses, telephone numbers, supplier capabilities, and post contract evaluations that include quality of goods and services, timeliness, management, security and safety in contract performance.
Class of Individuals: Suppliers of goods and services.
Purpose: To determine whether or not to consider suppliers of goods and services for a potential contract.
Consistent Uses: This information is used to evaluate supplier's contract performance for the purpose of determining whether or not to consider certain suppliers for the provision of goods and/or services. Information in this bank may also be used as a source of information in respect to the CSIS 'Self Protection Activity' bank or the 'Security and Integrity of Government Property, Personnel and Assets' bank.
Retention and Disposal Standards: The records in this bank are retained for a period of six years, and then disposed of in accordance with the schedule approved by the National Archivist. When files have been designated as historical, they may be transferred to the Library and Archives of Canada; and where the record has not been so designated, it shall be destroyed.
RDA Number: 2003/007, 2001/026
Related PR#: SIS DDS 040
TBS Registration: 004036
Bank Number: SIS PPU 060

Security and Integrity of Government Property, Personnel and Assets
Description: This bank contains personal information on individuals in contact with CSIS whose actions have raised concern about the security and integrity of government property, personnel or assets. This bank may contain letters, notes, facsimile copies, contact reports and related correspondence, and access control data or examination results of telephone use that has been used in a decision-making process.
Class of Individuals: Individuals of concern regarding the security and integrity of government property, personnel or assets and CSIS employees who were the object of such actions.
Purpose: This information was compiled as an aid to internal security investigations of alleged breaches of security or in relation to the safety and integrity of government property, personnel and assets.
Consistent Uses: Information may be disclosed to the accredited police agency having local

jurisdiction of an incident. Information in this bank may be matched with information from other CSIS personal information banks for the purpose of preserving the security of Canada or CSIS internal security.
Retention and Disposal Standards: The records in this bank are retained for a period of five years, ten years for access control data, and then disposed of in accordance with the schedule approved by the National Archivist. When files have been designated as historical, they may be transferred to the Library and Archives of Canada; and where the record has not been so designated, it shall be destroyed.
RDA Number: 2003/007, 2001/026.
Related PR#: SIS DDS 040
TBS Registration: 003632
Bank Number: SIS PPU 055

Security Assessments/Advice
Description: This bank contains personal information on individuals who are or have been the subject of a request for a security assessment for pre-employment/employment with federal or provincial government departments and agencies and the private sector working under federal government contracts, when a security clearance is a required condition of employment. This includes information obtained during internal quality control investigations. Similar records are held in respect to security assessments required by a provincial government, a foreign state, or an international organization of states. This bank may also contain criminal records, credit bureau results, security analyses, security assessments and investigative reports, related correspondence and a notation of the level of security clearance granted. In addition, this bank may hold information on persons subject to security assessment or advice relative to the Citizenship Act or Immigration Act.
Class of Individuals: Persons for whom CSIS was asked to provide a security assessment or advice for pre-employment/employment, including contract and company personnel working under federal or provincial government or agency contracts; CSIS and CF/DND employees; individuals requiring access to internationally protected persons, VIPs and special events; the Parliamentary Precinct and the restricted areas of airports; seaports; individuals requiring a Canada/US border pass under the Free and Secure Trade (FAST) program; designated provincial government employees; individuals who would seek admittance or to remain lawfully in Canada; and individuals seeking citizenship. By virtue of the screening process, personal information may be held on individuals who are not themselves the subject of the security assessment.
Purpose: Collected under section 15 of the CSIS Act to provide security assessments pursuant to section 13 or advice pursuant to section 14 of the Act.
Consistent Uses: Pursuant to sections 19(2), 13 and 14 of the CSIS Act, CSIS may disclose information or may match information in the preparation of a domestic or foreign security assessment or in providing advice pertinent to the Citizenship Act or Immigration Act or where the information relates to the conduct of the international affairs of Canada, to the Secretary of State for External Affairs, or where the information is relevant to the defence of Canada, to the Minister of National Defence. It may also be used for data matching, or for the purposes of conducting lawful investigations in matters which may on reasonable grounds, be suspected of constituting threats to the security of Canada and in other lawful investigations. In addition, information may be provided to the Inspector General and the Security Intelligence Review Committee, the Federal Court and the Supreme Court. This information may also be used for research, audit, planning, evaluation and statistical purposes.
Retention and Disposal Standards: Information in this bank may be retained from two years to twelve years from the last updating, and then disposed of subject to the Retention and Disposal schedules approved by the National Archivist. When files have been designated as historical, they may be transferred to the custody and control of the Library and Archives of Canada; and where the record has not been so designated, it shall be destroyed.
RDA Number: 2001/026, 91/013
Related PR#: SIS DDS 010
TBS Registration: 000835
Bank Number: SIS PPU 005

Security of Information Act Records
Description: This bank describes information about individuals that fall within the "Permanently Bound to Secrecy" provisions of the Security of Information Act (SOIA). The information includes surname, full given names, maiden name, nickname(s), gender and date of birth.
Class of Individuals: Current or former members or employees (including former members or employees as of December 24, 2001) of particular departments set out in the Schedule of the SOIA

(such as the Canadian Security Intelligence Service, Communications Security Establishment, and certain branches of other departments), or those individuals (who by reason of office, position, duties, contract or arrangement) that have been identified by a deputy head as having, will have, or has had, authorized access to special operational information, and it is in the interest of national security to permanently bind that person to secrecy.
Purpose: To retain and maintain a record of indoctrination and identity of individuals who were or are employees of departments listed in the Schedule of the SOIA, or individuals designated by a deputy head under subsection 10(1) of the SOIA.
Consistent Uses: CSIS will manage this bank's information and, when requested, confirm to a Departmental Security Official that the name of an individual is or is not stored therein. The majority of Government of Canada departments and agencies will have the potential to query this storage bank and/or provide information which will be stored there. The identification of the individual is confirmed by three pieces of personal data, such as full name, date of birth, and gender. Employees of a "scheduled department" are automatically bound by nature of their employment. Employees defined within the SOIA as being "designated" by the deputy head, are notified and are provided with documentation advising them of this designation. A copy of applicable documentation will be retained within an individual's departmental security screening file in accordance with PSE 924, except for DND and the RCMP which will store this information within DND PPE 834 and RCMP PPU 065 respectively.
Retention and Disposal Standards: Records of individuals defined as being "permanently bound to secrecy" will be retained until the individual reaches age 90. When files have been designated as historical, they may be transferred to the Library and Archives of Canada; and where the record has not been so designated, it shall be destroyed.
RDA Number: 2006/002
Related PR#: SIS DDS 010
TBS Registration: 005572
Bank Number: SIS PPU 065

Self Protection Activity
Description: This bank contains personal information on individuals in contact with CSIS with a view of providing services directly or through contract to CSIS. The information may include the individual's name, any aliases and other personal identifiers. Under subsection 16(2) of the Privacy Act, CSIS consistently responds to all applicants in a manner that neither confirms nor denies the existence of personal information in this bank, regardless of whether or not personal information about the applicant exists in this bank.
Class of Individuals: Individuals in contact with the Service.
Purpose: The purpose for which the information in this bank was recorded is in support of CSIS's counter intelligence program. The information will allow CSIS to better protect itself from infiltration by hostile foreign services and others whose interests are inimical to the interests of Canada.
Consistent Uses: Information in this bank may be used in support of CSIS's counter intelligence program. Information in this bank may also be used for audit purposes.
Retention and Disposal Standards: Information in this bank will be retained for a minimum of ten years, and destroyed when considered to be of no further value.
RDA Number: 2001/026
Related PR#: SIS DDS 010
TBS Registration: 003297
Bank Number: SIS PPU 050

Classes of Personal Information

In the course of carrying out the daily investigative activities and functions of the Canadian Security Intelligence Service, personal information may be accumulated such as in the security assessments and crisis management programs which are not described in the specific personal information banks. This information is not used for an administrative purpose affecting an individual, and can include names, addresses and other identifying data in a record. Such information is only retrievable if full specifics are provided concerning the subject matter. The retention period for this form of information is in accordance with the retention and disposal schedules approved by the National Archivist.

Unsolicited opinions or requests for information are received by the Service. This information is not used for an administrative purpose, other than to respond in some instances to the originator. This correspondence is stored in a file associated with the subject matter, and is disposed of in a manner authorized by the National Archivist.

Some interview clips on video cassettes purchased from the Public Service Commission are being used to help English and French speaking CSIS employees to prepare for oral interaction tests

conducted as an administrative measure in support of the CSIS official languages program. The personal information in the cassettes is not being used for an administrative purpose respecting any of the individuals presented in the videos.

Under the National Archives Act, index cards, registers and automated ledgers and indices are required to be created on all files opened by the Service since its inception. They contain general information such as the file numbers, titles, file creation and disposition dates. These personal information holdings serve as an information management tool that is created and used to account for the opening and disposition of each file. The index cards and registers are retained for a period of time after the disposition of the information holdings itself. An individual wishing access to the general information about them self that may be contained in the index cards and registers is required to provide the file number or sufficiently specific information as to render it reasonably retrievable.

Manuals

- Administration Manual
- Human Resources Manual
- Immigration Screening Profiles Manual
- Operational Manual
- Security Policy Manual
- Security Screening Procedures Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Reading Room

The Public Safety and Emergency Preparedness Canada reading room contains records supplied by CSIS under the Access to Information Act. The address is:

Access to Information and Privacy Co-ordinator
Public Safety and Emergency
Preparedness Canada
Sir Wilfrid Laurier Building
340 Laurier Avenue West, 1st Floor
Ottawa, Ontario

Canadian Space Agency

Chapter 49

General Information

Background

The Act of Parliament establishing the Canadian Space Agency (CSA) was proclaimed into force on December 14, 1990. The Canadian Space Agency was created from divisions of the former Ministry of State for Science and Technology (MOSST), the National Research Council of Canada (NRC), the Department of Communications (DOC) and Energy Mines and Resources (EMR).

Responsibilities

The mandate of the Agency is to promote the peaceful use and development of space, to advance the knowledge of space through science and to ensure that space science and technology provide social and economic benefits for Canadians.

The Agency

Assists the Minister by coordinating the space policies and programs of the Government of Canada; plans, directs, manages, and implements programs and projects relating to scientific or industrial space research and development and the application of space technology; promotes the transfer and dissemination of space technology to and throughout Canadian industry and; encourages commercial exploitation of space capabilities, technology, facilities and systems.

Legislation

- Canadian Space Agency Act, S.C., 1990, c.13
- Civil International Space Station Agreement Implementation Act, S.C., 1999, c.35

Organization

Executive Office

President's Office

The mandate of the President's Office is to ensure that the Agency is effective in meeting the government's objectives for the Canadian Space Program, particularly in the use of space science and technology to meet the needs of Canadians and the development of a capable space industry; and that the programs of the Agency are delivered efficiently. The office provides Executive Secretariat services.

Senior Vice-President's Office

The mandate of the Senior Vice-President's Office is to support the President in meeting the government's objectives for the Canadian Space Program, particularly in the use of space science and technology, to meet the needs of Canadians and the development of a capable space industry; and to ensure that the Programs of the Agency are delivered efficiently.

Vice-President, Science, Technology and Programs

The Vice-President, Science, Technology and Programs advises the President on all technical matters concerning the delivery of CSA programs. He provides professional and executive leadership in the delivery of programs, which includes design, development and testing functions that are central to the achievement of the Agency's mandate. He is accountable for: delivering Canada's space hardware and services on time and within cost and specifications; supporting and advancing the development and implementation of an overarching vision and integrated strategic and operational policies; strategies and processes for sustaining management of the Agency's science and technology programs to ensure the maximum return on the government's investment and to support the Canadian space sector.

Core Functions

Canadian Astronaut Office

The mandate of CAO is to: develop and maintain human space flight expertise to meet the needs of the Canadian Space Program; participate in Canadian Space Program activities that rely upon or benefit from knowledge, skills, and attitudes of trained astronauts; increase public awareness of the Canadian Space Program and its benefits; and advocate a Canadian economy based upon innovation and advanced education.

Space Operations

Provide an environmental test facility capable of meeting current and emerging needs of Canada's space community and the nation's space-related objectives, and operate the space and ground segments of CSA's space-related assets.

Space Science

The mandate of this Directorate is to advance the knowledge of space through science and to ensure that Agency-supported space science and related technology provide social and economic benefits to Canada.

Space Programs

The Space Programs Directorate is accountable for delivering CSA's space systems (hardware and software), from preliminary design to commissioning, on time, within cost, and to specifications, within the Agency's strategic and operational framework, and ensuring that safety and quality standards are met in the execution of the Agency's programs.

Space Technologies

The Space Technologies Branch is the functional centre for technical expertise within the Agency. Through its R&D programs, the Branch develops technologies and applications critical to maintaining advanced capabilities in industry and in the Canadian space community.

Executive Functions

Audit, Evaluation and Review

Assists Senior Management in improving the performance of, and enhancing accountability for, the Agency's mission and objectives.

Finance

Conducts financial planning and analysis, budget preparation, financial control, accounting and reporting; develops and manages financial policies, systems, procedures and controls; acts as official spokesperson with Treasury Board; manages the Business Planning cycle; provides regular, integrated, comprehensive status on Agency performance against Business Plans; manages the Agency's procurement and contract management activities.

Communications

Provides strategic and operational communications advice and support to Canadian Space Agency sectors and programs by: identifying and addressing communication needs, issues, and priorities in the development, implementation and evaluation of policies, programs, services and initiatives; providing the public with timely, accurate, clear, objective and complete information about Agency programs, services, initiatives and strategic thrusts; consulting the public and taking account of interests and concerns when establishing priorities and planning programs, services, and initiatives; directing a national Space Learning Program focusing on enhancing the scientific literacy of Canadian youth and supporting the educator community with targeted learning materials and educational activities related to space science and technology; working collaboratively with other government departments and agencies, industrial, scientific and research communities and international partners to achieve coherent and effective communications with the public; and coordinating all matters of communications with the offices of the Minister of Industry and the Privy Council.

Policy, Planning and Relations

Develops, updates, communicates, and ensures the effective use of the Canadian Space Strategy and its four thrusts. Manages the strategic relationships between the Canadian Space Agency and its domestic and international partners. Key mandates include the development and implementation of policies and strategies relating to cooperation partnerships with domestic stakeholders (federal and provincial governments, industry and academia) and international agencies and industries, as well as support for the commercial initiatives of Canadian space companies on world markets. Manages the relations with government elements: Office of the Minister of Industry, departments and agencies in the Industry Portfolio, and central agencies of the Government of Canada and other government departments. Government Liaison ensures that the CSA is a valuable contributing member of the Portfolio, ensures appropriate CSA involvement in government policy development, and assists in gaining government support for CSA initiatives.

Corporate Functions

Information Management and Technology

Manages and maintains government information holdings and the library services as well as the Agency's information management framework and manages the information technology infrastructure for the Agency.

Human Resources

Guides, supports and fulfills the overall management of the human resources required to implement the mission of the CSA.

Legal Services

Provides legal counsel and advice pertaining to the carrying out of the activities and operations of the Agency.

Security and Facilities

Manages the Agency's facilities and telecommunications; ensures the physical security of the Agency's facilities and assets.

Information Holdings

Program Records

Executive Office

President's Office

Description: Working papers, memoranda, correspondence and reports on the administration and operation of the Agency, Information on visits, lectures, gifts, interviews, correspondence with the Minister. Agendas, minutes, decisions and documents pertaining to CSA Advisory Council, Executive Committee and Managers' meetings, policies and procedures and corporate secretariat
Topics: General administration, speeches, audit.
Program Record Number: ASC PRE 005

Senior Vice-President

Description: Working papers, memoranda, correspondence and reports on the administration and operation of the Agency; information on visits, lectures, gifts, interviews, correspondence with the Minister, agendas, minutes, and documents pertaining to executive committee and managers' meetings.
Topics: General administration, speeches, audits.
Program Record Number: ASC PRE 010

Vice-President, Science, Technology and Programs

Description: Working papers, memoranda, correspondence and reports on the operations of the Science, Technology and Programs (STP) Sector; information on visits, lectures, correspondence with the President and the stakeholders, agendas, minutes and documents pertaining to various committees and managers meetings.
Topics: General operations, technical matters pertaining to STP Sector.
Program Record Number: ASC PRE 015

Core Functions

Canadian Astronaut Office

Description: Correspondence, memoranda of understanding, letters of agreement, policies and procedures, financial records, technical material, presentations/speaking engagements.
Topics: Records related to the following topics: astronaut support, shuttle/International Space Station flights, training, assignments/activities, logistics support for Canadian astronauts flights, operational space medicine, medical operations, research and development projects, aerospace medicine training.
Program Record Number: ASC CAO 005

Space Operations

David Florida Laboratory

Description: Correspondence, reports and memoranda pertaining to policies, contracts, test programs, program forecasts, and other administrative matters as they pertain to the overall operation of the laboratory.
Topics: Policy; general correspondence; inquiries; test facilities (thermal, structural, radio frequency); visits/tours; facility-use and loan agreements; cooperation and liaison with industry, federal departments, universities, associations, international organizations, and countries; technical support; resource documents; conferences and seminars; buildings and properties; equipment and supplies; quality assurance (ISO 9001:2000) and facility documents.
Program Record Number: ASC OPE 005

Satellite Operations – Generic

Description: Information on satellite control, telemetry, tracking and commanding, and mission planning and exploitation for Canadian missions, and support to international missions, and on the management of Canadian participation in the International Charter on

Space and Major Disasters.
Topics: Configuration management, ground control facilities, operations development and management, simulation facility, mission policies, plans and procedures, Charter board and secretariat meetings.
Program Record Number: ASC OPE 010

RADARSAT 1
Description: Information on the management of Canadian participation in the RADARSAT Program; provide for international and national agreements and all technical research and development within the RADARSAT Program.
Topics: Configuration management, equipment – ground systems and antennas – operations and maintenance, simulation facility, tests and integration, mission planning and systems operations, mission data base, working groups, committee meetings and document reviews, commercialization.
Program Record Number: ASC OPE 015

Space Station Program
Description: Information on the management of Canadian participation in the International Space Station Program; the provision of the mobile servicing system, including international and national agreements, technical research and development within the program.
Topics: Configuration management, space robotics, space station studies, space station assembly and maintenance systems, simulation, ground control facilities, NASA working groups, panel meetings and document reviews.
Program Record Number: ASC OPE 020

Space Science Program
Description: Information, correspondence, memoranda and reports related to project planning, program forecasts the management of the Space Science Program, international and national agreements, and all technical research and development within individual projects.
Topics: Policy; general correspondence inquiries; administration and operation of the division; visits; lectures; papers and talks; publicity; financial records; agreements and memoranda of understanding; cooperation and liaison with associations, international organizations and countries; speaking engagements; seminars; committees; finance, shuttle operational flights, equipment, training, technical definitions; engineering studies; satellite projects; space science program development.
Program Record Number: ASC SCI 005

Space Programs

Central Function
Description: Information on Policies, Procedures and Practices (PPPs), and financial and human resources.
Topics: Project Management, Safety and Mission Assurance Management.
Program Record Number: ASC SPS 005

International Space Station/Canadian Space Station Program.
Description: Information on the program, strategic level integration, development, operations, utilization and commercialization, Canadian participation in the International Space Station Program; the provision of the Mobile Servicing System, including international and national agreements.
Topics: Space station agreements, NASA working groups and panel meetings.
Program Record Number: ASC SPS 010

RADARSAT – 2 Program
Description: Information on the management of Canada's RADARSAT-2 Program; provision of national agreements and all technical research and development within the RADARSAT-2 Program.
Topics: Program Management, System Engineering, Configuration management, Data Access Control Policy and associated legislation, RADARSAT-2 Feasibility Studies, ground systems, simulation facility, tests and integration, SAR antenna development and technology, working groups, panel meetings and document reviews, industrial and regional development and technology exploitation.
Program Record Number: ASC SPS 015

Project Management (Phases B, C, D)
Description: Information on project planning and project execution of various CSA projects starting from preliminary design through on orbit commissioning.
Topics: Project approval documents (PADs), project plans, specifications, interface control documents.
Program Record Number: ASC SPS 020

Space Technologies
Description: Information, correspondence, memoranda and reports related to project planning, program forecasts, the R&D program, the management of space technologies, international and national agreements and all technical research and development within individual projects. The holdings of the branch office include administration, personnel and finance for the branch. There are

also general files on committees, international cooperation and agreements, contracts, interdepartmental coordination and European Space Agency programs.
Topics: R&D, technologies, research, development, technical, Intellectual Property, commercialization, utilization.
Program Record Number: ASC TEC 005

Spacecraft Engineering
Description: Correspondence, memoranda, and working papers: general directorate correspondence.
Topics: Current research activities include: spacecraft dynamics and control, celestial mechanics, navigation and guidance, knowledge-based systems, control of large space structures, robot dynamics and control, sensor technology, advanced materials, thermal control technology, advanced space structures, dynamics/test of space structures, Microelectromechanical systems (MEMS)technology.
Program Record Number: ASC TEC 010

Spacecraft Payloads
Description: Correspondence, memoranda, working papers and reports related to projects.
Topics: General directorate correspondence concerning current research activities: laser detectors, laser range finder, optical data processing techniques, optical sensors for remote sensing, selective optical coatings, 3-D vision systems, object recognition systems, radio frequency technology group, digital technology group, high-temperature superconductive multiplexer, power transistor development, solid-state power amplifier (X-band), digital modular (X-band), passive intermodulation (PIM), radiation damage to gallium arsenide (GaAs), space qualification of GaAs devices, satellite system modeling, remote sensing microwave instruments, dual-polarization antenna, smallsat cost reductions.
Program Record Number: ASC TEC 015

Technology Management and Applications
Description: Information, correspondence, memoranda, reports, working papers and contracts related to programs managed by the directorate.
Topics: Programs managed by the directorate including the Space Technology Development Program; the Canada–European Space Agency cooperation program; grants and contributions programs related to training and research in space technologies; satellite communications and positioning programs; Earth observation applications development program; RADARSAT user development program; Government-Related Initiatives Program; data for research use program; international charter for natural disasters program; technology diffusion program; Intellectual Property Management program (inventions, patents, licences, equipment loan agreement, technology transfers); inventors and innovators awards program; CSA participation in Committee on Earth Observing Satellites (CEOS); Global Observation of Forest Cover – Global Observation of Land Dynamics (GOFC-GOLD); International Ocean Colour Coordination Group (IOCCG); Spectrum.
Program Record Number: ASC TEC 020

Systems Engineering
Description: Information related to the policy, practice and process of modern systems engineering for CSA.
Topics: Policy, methods and practices, training courseware, computer-based tools for requirements management, analysis, cost models and risk management; reference database; service agreements; information related to space projects, including technical agreements with industrial and other agency partners including specifications, interface control documents, data from working groups, panels and reviews, data relating to integration, verification, certification and deployment of space and ground segments and elements.
Program Record Number: ASC TEC 030

Executive functions

Audit, Evaluation and review
Description: Correspondence, reports, studies, memoranda.
Topics: Internal audit, evaluation studies, review matters, performance measures.
Program Record Number: ASC EXE 005

Corporate Management
Description: Correspondence, reports, studies, memoranda, Treasury Board submissions and Records of Decisions, financial information and reports, information relating to all aspects of finance.
Topics: Finance, accounting, financial management, financial planning, financial statements and reports, multi-year operational plans, travel claims.
Program Record Number: ASC EXE 010

Contracts Administration
Description: The files contain general correspondence, proposals and evaluations,

contracts and purchase orders with industry.
Topics: Correspondence contracts for professional services and purchase orders for materials, equipment and supplies.
Program Record Number: ASC COR 010

Logistics
Description: Coordination and steering of programs for Life Cycle Material Management of assets throughout the Agency.
Topics: Statistics on Agency assets, movement of material on international level, recording and documenting capital acquisitions through crown research projects and grants establishing up to date information on equipment used throughout the Agency.
Program Record Number: ASC COR 015

Communications
Description: Correspondence, reports, memoranda, general inquiries and requests from individuals and organizations.
Topics: General correspondence; annual reports; industry directories; mailing lists; communications strategies; publications; A/V documents; speeches; exhibitions.
Program Record Number: ASC EXE 015

Policy, Planning and Relations

Strategic Development
Description: Correspondence, feasibility and market studies, program proposals, project documentation.
Topics: Information relating to new Canadian space activities/programs and applications.
Program Record Number: ASC EXE 020

External Relations

Research and Analysis
Description: Studies, reports, analysis.
Topics: Potential economic spin-offs of major space-related projects.
Program Record Number: ASC EXE 025

European Space Agency
Description: Correspondence, reports, memoranda, general inquiries and requests from industries relevant to Canada's membership in the European Space Agency.
Topics: General correspondence, Statutes, Annual reports, Council deliberations; ESRIN; financial data, reports of committees, progress reports on projects, contracts to Canadian firms, etc.
Program Record Number: ASC EXE 030

Industrial Policy and Relations with Stakeholders
Description: Correspondence, reports, memoranda, general inquiries and requests from industries and scientific organizations pertaining to economic and financial aspects of private organizations.
Topics: General correspondence, annual reports; industry directories; regional conferences.
Program Record Number: ASC EXE 035

International Relations
Description: Correspondence, reports, memoranda, general inquiries and requests from industries and foreign organizations relevant to Canada's space cooperation activities with foreign countries and organizations.
Topics: Foreign agencies' annual reports, documents on foreign space activities and programs (NASA; NASDA; etc); Cooperation arrangements and MOU's; minutes of steering committees, panels, working and ad hoc groups meetings.
Program Record Number: ASC EXE 040

International Space University
Description: Correspondence, reports, course catalogues, memoranda, general inquiries and requests from individuals, relevant to Canada's contribution to the International Space University activities.
Topics: General correspondence, annual reports, Canada's contributions, Canadian ISU foundation; ISU permanent campus; ISU summer sessions.
Program Record Number: ASC EXE 045

Regional Distribution
Description: Correspondence, reports, memoranda, and data on the regional distribution of Canadian Space Program expenditures.
Topics: General correspondence, regional distribution of space and space-related contracts and expenditures; industry team; government team; database.
Program Record Number: ASC EXE 050

Space Agency Forum
Description: Correspondence, reports, memoranda, general inquiries and requests from individuals, national and international organizations relevant to the Space Agency Forum activities.
Topics: General correspondence, reports of the Space Agency Forum, handout for distribution; preparation and organization of meetings, participation in working groups.
Program Record Number: ASC EXE 055

Federal-Provincial Relations

Description: Correspondence, reports, memoranda, general inquiries and requests from provinces.
Topics: General correspondence, annual reports from provincial organizations, documents on provincial space programs; feasibility studies.
Program Record Number: ASC EXE 060

Government Liaison (Ottawa)

Description: The files contain information on ministerial and parliamentary relations.
Topics: Ministerial memoranda, Memoranda to Cabinet, Treasury Board Submission, written and oral anticipated questions, correspondence.
Program Record Number: ASC EXE 065

Corporate Functions

Human Resources

Description: Correspondence, reports, memoranda, general inquiries, files on general and or specific human resources matter of a corporate nature.
Topics: Organization charts, job descriptions, position classifications, staffing, planning, training, development, equity, redeployment, competition posters, labour relations, compensation and benefits, performance management.
Program Record Number: ASC COR 005

Information Management and Technology

Information Management

Description: Information on the planning, development and implementation of records, of information systems and of policies and procedures concerning the management of government information.
Topics: Records classification scheme, records retention schedules, retrieval, reference and loan services and mail and messenger services.
Program Record Number: ASC COR 020

Information Technology

Description: Information on the operation of the division.
Topics: Administrative and scientists' requirements; strategies, standards, policies, computer hardware/software, data communication, office automation, database management, Electronic data processing (EDP) training, computer maintenance, technical support, computer needs, system development, internal and external EDP professional consultants, future planning.
Program Record Number: ASC COR 025

Security and Facilities

Facilities Management and Telecommunications

Description: In accordance with Treasury Board and CSA policies, provide suitable facilities and telecommunications service to all CSA employees.
Topics: Management of the Space Centre, processing requests regarding office disposition services, telephone system services, vehicle fleet management, parking management and forms management.
Program Record Number: ASC COR 030

Security

Description: The security Division is responsible for administering the Government of Canada Security Policy for the various programs of the Canadian Space Agency. It's responsible for developing policies and procedures in the areas of access control, physical security, security of personnel, security of material, security of information technology, security of informatics and communications security.
Topics: Data files are kept on the following topics: protected personnel information in support of the security clearance program, general investigation reports and general correspondence documents.
Program Record Number: ASC COR 035

Standard Program Records

Please see the Introduction to this publication for the definition of Standard Program Records and a description of their contents.

Accounts and Accounting

Access to Information and Privacy Requests

Administration

Audits

Budget

Buildings and Properties

Classification of Positions

Employment and Staffing

Equipment and Supplies

Finance

Hospitality

Human Resources

Information Technology Services

Lands

Official Languages

Pensions and Insurance

Personnel
Proactive Disclosure
Relocation
Salaries and Wages
Staff Relations
Training and Development
Travel
Utilities
Vehicles

Particular Personal Information Banks

Space Science
Description: This bank contains information on Committee Membership, information regarding names, affiliations, and primary disciplines of all individuals nominated for service on Advisory Committee.
Class of Individuals: Employees of the Institution and members of its Advisory Committee.
Purpose: The purpose of this bank is to maintain general information on individuals who are not employed by the institution but who serve on its Advisory Committee.
Consistent Uses: None
Retention and Disposal Standards: Five years and are then destroyed.
RDA Number: 98/001
Related PR#: ASC SCI 005
TBS Registration: 003060
Bank Number: SPA PPU 010

Reliability/Security Investigation File
Description: This bank contains personal data, such as criminal records, investigative reports, credit check reports, related correspondence, notations of the level of security clearance and reliability check granted, and Security Clearance Review Board documentation.
Class of Individuals: The general public and some members of other government departments who have applied for pre-employment/employment security clearance or reliability check.
Purpose: The purpose of this bank is to maintain investigative documentation necessary to assess an individual's reliability and loyalty to Canada from a departmental security clearance viewpoint in order to grant access to classified material and to assess reliability as a condition of employment and for permitting access to designated information or valuable assets.
Consistent Uses: The information in this bank may be used in matters, which, on reasonable grounds, may be suspected of constituting threats to the security of Canada or the Canadian Space Agency; information may also be used in other lawful investigations.
Retention and Disposal Standards: Five years and are then destroyed.
RDA Number: 99/001
Related PR#: ASC COR 035
TBS Registration: 003064
Bank Number: SPA PPU 030

Contracts between CSA and individuals
Description: The files contain correspondence, proposals, contracts, financial transactions and interim and final reports.
Class of Individuals: Members of the general public who submit proposals for work to be performed for the Canadian Space Agency.
Purpose: To negotiate and award contracts, to provide information on payments of contracts and to administer contracts.
Consistent Uses: None.
Retention and Disposal Standards: Six years and are then destroyed.
RDA Number: 99/003
Related PR#: ASC COR 010
TBS Registration: 003062
Bank Number: SPA PPU 015

Human Resources
Description: This bank contains information on persons interested in working at the Canadian Space Agency. Records may be solicited (i.e., in response to an advertised vacancy) or unsolicited (résumés received at random from persons seeking employment). Records contain letters, résumés, completed application forms, comments of interviewers, and letters of reference.
Class of Individuals: Members of the general public and public servants who apply for employment at the Canadian Space Agency.
Purpose: To select candidates for vacancies at the Canadian Space Agency.
Consistent Uses: None.
Retention and Disposal Standards: Two years if considered, six months if not considered, and are then destroyed.
RDA Number: 98/005
Related PR#: ASC COR 005
TBS Registration: 003063
Bank Number: SPA PPU 025

Standard Personal Information Banks

Please see the Introduction to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Electronic Network Monitoring Logs

Hospitality

Personnel Security Screening

Relocation

Travel

Additional Information

Please see the Introduction to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for more information about the Agency, its programs and functions may be directed to the following address:

Canadian Space Agency
John H. Chapman Space Centre
Director of Communications
6767 Route de l'Aéroport
Saint-Hubert, Quebec J3Y 8Y9

Telephone: 450-926-4342

The Agency's Larkin Kerwin Library is part of the Information Management and Technology Directorate. It contains a wide variety of documents including reference books, monographs, technical and annual reports, standards, periodicals and government documents. This facility is located at:

John H. Chapman Space Centre
6767 Route de l'Aéroport
Saint-Hubert, Quebec J3Y 8Y9

Telephone: 450-926-4903

Reading Room

The Canadian Space Agency has designated an area as public reading room under the Access to Information Act. This room is situated at Agency headquarters:

Canadian Space Agency
John H. Chapman Space Centre
Larkin Kerwin Library
6767 Route de l'Aéroport
Saint-Hubert, Quebec K3Y 8Y9

Canadian Tourism Commission

Chapter 50

General Information

Background

The Canadian Tourism Commission (CTC) became a Crown corporation on January 2001 with the coming into force of the Canadian Tourism Commission Act. It is a unique public/private sector partnership that provides an innovative approach to tourism: one that is industry-led, research-based and market-driven.

Responsibilities

According to Section 5 of the CTC Act, the objects of the Commission are to: Sustain a vibrant and profitable Canadian tourism industry; Market Canada as a desirable tourist destination; Support a cooperative relationship between the private sector and the governments of Canada, the provinces and the territories with respect to Canadian tourism; and, Provide information about Canadian tourism to the private sector and to the governments of Canada, the provinces and the territories.

Legislation

- The Canadian Tourism Commission Act

Organization

Marketing

The Marketing Department is responsible for the planning and development of a broad range of marketing strategies and programs that promote the Canada tourism brand by inspiring and motivating visitors to travel to Canada. Highly focused on leading-edge technology and content-based marketing initiatives, the department ensures that relevant and timely market research is applied to the development of all programs in order to maximize marketing dollars. The Product Innovation and Enhancement (PIE) program influences the development of products identified by market research, resulting in refreshed tourism products that meet changing market requirements.

The CTC's Research Group fulfills a number of strategic needs. It supports the Board of Directors' strategic decisions by providing up to date information on the state of the global economy and markets. It helps establish the importance of tourism in the Canadian economy by developing tools that provide ongoing tracking of the performance of the industry, as well as highlighting market trends, profiles and shifts in Canada's key markets.

The Research Group works in partnership with private and public organizations in Canada and around the world to improve access to tourism research and the quality of tourism information and data.

Sales

In coordination with the Marketing Department, the Sales department develops and plans innovative strategies in nine key markets. Employing customer relationship strategies to build direct and key relationships in market, tactical sales execution activities include: travel trade and consumer development and education; in-market partnerships and promotions as well as events, public and media relations, trade and consumer shows; coordination of familiarization visits to Canada and of sales missions in-market; management of an in-market advisory committee and of in-market global sales agent relationships; and communication of competitive information and market intelligence

Corporate Affairs

The Corporate Affairs Department is responsible for human resources, communications, change management, board secretariat, legal issues, international and corporate files.

The Communications and Public Relations group supports the refreshed Canada brand through proactive media relations and by leveraging traditional and non traditional partnerships. Activities include press releases, media relations' programs, events, management of on-line press room, digital and print editorial images. This group also provides strategic guidance to public relations staff in our international offices.

The Human Resources group is responsible for programs, policies, and services related to staffing, training and career development, as well as staff relations.

Finance and Administration

The Finance and Administration Department is responsible for the CTC's financial policies, systems and reporting, procurement, and information technology.

Information Holdings

Program Records

Tourism

Description: Information on the advertising, marketing plans, research and analysis, and product innovation and enhancement.
Topics: Research and Product Innovation and Enhancement: aboriginal; accommodation; adventure; attractions; cities; culture; distribution; food services; leisure & sport; parks; speciality tourism; touring; transportation. Marketing: advertising; media relations; partnerships.
Access: By topic
Format: Paper and Electronic
Program Record Number: CTC CCT 600

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests
Accounts and Accounting
Acts and Legislation
Administration and Management Services
Audits
Budgets
Classification of Positions
Co-operation and Liaison
Employment and Staffing
Equipment and Supplies
Finance
Furniture and Furnishings
Hospitality
Human Resources
Information Technology Services
Occupational Health, Safety and Welfare
Official Languages
Pensions and Insurance
Personnel
Physical Security
Proactive Disclosure
Procurement
Relocation
Salaries and Wages
Staff Relations
Training and Development
Travel

Particular Personal Information Banks

Market Data Base

Description: Information is gathered through the CTC's three web sites: CanadaTourism.com contains annual reports and other corporate publications of the Commission, research and marketing program information, member profiles, and business connection groups; Canada.travel contains locational travel and socio-demographic information of residents of various countries who have requested travel information from the Canadian Tourism Commission or its industry partners. First and foremost, the bank contains the name and address (and perhaps the e-mail address) of the enquirers. Other information including past travel history to Canada, future plans, and lifecycle information may be collected as part of this program. Countries involved in the program include: Canada, the United States, the United Kingdom, France, Germany and Japan. The database is continually being updated. GomediaCanada.com maintains a database of travel media and publishers who log on to the site.
Class of Individuals: Residents of Canada's principle tourism markets, members of Canada's tourism industry and travel media.
Purpose: The information is initially collected to permit the distribution of tourist information, following a request by an enquirer. Subsequent uses of the data base include marketing implications including additional information gathering, market segmentation and partnering.
Consistent Uses: The creation and development of a data base is consistent with the marketing objectives of a national tourism organization.
Retention and Disposal Standards: Retained for three years and then destroyed.
RDA Number: 69/103
Related PR#: CTC CCT 600
TBS Registration: 005133
Bank Number: CTC PPU 015

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Electronic Network Monitoring Logs

Hospitality

Personnel Security Screening

Relocation

Travel

Classes of Personal Information

Mailing Lists

This class of personal information contains the names and addresses of individuals who are on a mailing list to receive the CTC's monthly publication "Tourism", and other documentation on the CTC's activities. The lists are updated continuously and the information is kept until superseded.

Public Opinion Research

This is a class of records generated through public opinion research studies on a vast spectrum of topics related to the mandate and mission of the CTC. Data contained in this class of records are not used for administrative purposes. Individuals seeking access to these records must provide the title of the research project in which they participated, the location and the date of the research, and any other data that may help to identify and locate the personal information they are seeking.

Manuals

- CTC Policy Manual
- Human Resources Handbook
- Orientation Manual for Board members

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act. Please note that in respect to the $5.00 application fee, cheques or money orders must be made payable to the Canadian Tourism Commission.

The Commission has three Web sites: CanadaTourism.com, the corporate Web site; Canada.Travel the consumer-oriented Web site; and GomediaCanada.com, a Web site designed exclusively for the travel media.

Requests for further information about the Canadian Tourism Commission and its various programs may be directed to:

Senior Vice-President Corporate Affairs and Corporate Secretary
The Canadian Tourism Commission
4 Bentall Centre, Suite 1400
1055 Dunsmuir Street
P.O. Box 49230
Vancouver, British Columbia V7X 1L2

Telephone: 604-638-8300

Reading Room

In accordance with the Access to Information Act, an area will be made available within this institution as a public reading room where documents can be reviewed. The address is:

55 Metcalfe Street, Suite 1470
Ottawa, Ontario K1P 6L5

To schedule an appointment, please contact the Access to Information Coordinator at:

Telephone: 613-946-1000, extension 1369
Facsimile: 613-952-7475

Canadian Transportation Agency

Chapter 51

General Information

Background

The Agency is an independent, quasi-judicial tribunal that makes decisions on a wide range of economic matters involving federally-regulated modes of transportation (air, rail and marine), and has the powers, rights and privileges of a superior court to exercise its authority. Along with its roles as an economic regulator and an aeronautical authority, the Agency works to facilitate accessible transportation, and serves as a dispute resolution authority over certain transportation rate and service complaints.

The Canada Transportation Act is the Agency's enabling statute to implement the federal government's transportation policy. The Agency also shares responsibility for administering other Acts and their related regulations, including the Canada Marine Act, the Pilotage Act, the Coasting Trade Act and the Railway Safety Act.

Responsibilities

Among its varied responsibilities, the Agency has a mandate to: license air and rail carriers; approve proposed construction of railways; and protect the interests of Canadian marine vessel operators when authorizing foreign vessels to operate in Canadian waters.

It resolves complaints concerning rail rates, service and other matters within its jurisdiction and has the authority to remove undue obstacles to persons with disabilities who travel on the federally regulated air, rail and marine network. In addition, the Agency participates in international bilateral negotiations and administers bilateral agreements as the Canadian aeronautical authority.

On July 5, 2000 the Agency was given additional responsibilities over air transportation and over complaints about air carriers from air travellers.

Legislation

The Agency has primary responsibility for the following legislation:

- Canada Transportation Act, S.C. 1996, c. 10

The Agency shares responsibility to Parliament for the following legislation:

- Canada Marine Act, S.C. 1998, c. 10
- Canadian Environmental Assessment Act, S.C. 1992, c. 37
- Civil Air Navigation Services Commercialization Act, S.C. 1996, c. 20
- Coasting Trade Act, S.C. 1992, c. 31
- Energy Supplies Emergency Act, R.S. 1985, c. E-9
- Pilotage Act, R.S. 1985, c. P-14
- Railway Relocation and Crossing Act, R.S. 1985, c. R-4
- Railway Safety Act, R.S. 1985, c. 32 (4th Supp.)
- Shipping Conferences Exemption Act, 1987, R.S. 1985, c. 17 1987 (3rd Supp.)

The Agency has sole responsibility for the administration of the following regulations, rules and other statutory instruments:

- Air Transportation Regulations (SOR/88-58)
- Canadian Transportation Agency Designated Provisions Regulations (SOR/99-244)
- Canadian Transportation Agency General Rules (SOR/05-35)
- Personnel Training for the Assistance of Persons with Disabilities Regulations (SOR/94-42)
- Railway Costing Regulations (SOR/80-310)
- Railway Third Party Liability Insurance Coverage Regulations (SOR/96-337)
- Railway Traffic Liability Regulations (SOR/91-488)
- Railway Traffic and Passenger Tariffs Regulations (SOR/96-338)
- Railway Interswitching Regulations (SOR/88-41)
- Uniform Classification of Accounts and Related Railway Records

The Agency shares responsibilities for the administration of the following Regulations:

- Carriers and Transportation and Grain Handling Undertakings Information Regulations (SOR/96-334)
- The Jacques-Cartier and Champlain Bridges Inc. Regulations (SOR/98-568)
- The Seaway International Bridge Corporation Ltd. Regulations (SOR/98-569)

Organization

The Agency is made up of a maximum of seven Members, including the Chairman, who is also the Chief Executive Officer, and the Vice-Chairman, as well as up to three temporary Members. There are currently seven Members. A staff of about 280 employees assists the Members in their decision-making process.

Since complaints drive many of the Agency's processes, it has developed ways of handling complaints quickly, effectively and fairly. A panel of at least two Members must hear all complaints and issue decisions.

The Agency is divided, administratively, into five branches: the Chairman's Office; the Air and Accessible Transportation Branch; the Rail and Marine Branch; the Legal Services and Secretariat Branch; and the Corporate Management Branch.

Chairman's Office

The Chairman's Office provides administrative and managerial support to the Chairman, Vice-Chairman and to the Members. It also includes the Internal Auditor and the Communications Directorate. The Internal Auditor is responsible for providing objective assessments about the design and operation of management practices, control systems, and information, in keeping with modern comptrollership principles. The Communications Directorate plays an active role in ensuring that Canadians understand their rights and obligations, as well as the mandate of the Agency under the Canada Transportation Act. It publishes brochures and reports, advertises, issues news releases, responds to information requests and operates the Agency's Web site; it co-ordinates participation at public events and trade shows with Members and staff to meet Canadians and answer their questions; and it plans and evaluates the Agency's communications activities. Because the Agency has diverse audiences with varying needs, the Communications Directorate provides information in many formats, including paper, electronic, braille and audiocassette.

Air and Accessible Transportation Branch

The Air and Accessible Transportation Branch processes license and charter permit applications from Canadian and foreign air carriers, and is involved in enforcing Agency licensing requirements. It helps negotiate and implement international air agreements, administers and receives complaints concerning unreasonable domestic airline pricing and international air tariffs, and rules on appeals of NAV CANADA user charges. The Branch also attempts to resolve air travel complaints concerning air carriers. The Branch also helps to ensure that all modes of federally-regulated transportation are accessible to persons with disabilities, and deals with their complaints related to air, rail and marine transportation.

Rail and Marine Branch

The Rail and Marine Branch deals with rate and service complaints in the rail and marine industries, as well as disputes between railway companies and third parties in railway infrastructure matters. The branch offers mediation services as an alternate dispute resolution mechanism to the hearing process. It processes applications for certificates of fitness for the proposed construction and operation of railways, and provides technical advice and recommendations to Members concerning railway interswitching rates. Railways' revenue caps for the movement of western grain, the development of railway costing standards and related regulations, and the audit of railway companies' accounting and statistics-generating systems (as required), are also the responsibility of the branch. It also protects the interests of Canadian vessel operators when dealing with applications to use foreign vessels in Canada, while making recommendations to the Minister of National Revenue to allow the use of foreign vessels when suitable Canadian vessels are not available.

Legal Services and Secretariat Branch

The Legal Services and Secretariat Branch provides legal advice and counsel in all matters brought before the Agency and ensures that the rules of fairness are followed in the process leading to a decision or an order. The Branch also plays a major role in developing and applying the Agency's procedures and regulations.

The Branch provides legal advice and counsel in enforcement cases and in cases of complaints. It represents the Agency before the Courts, including the Federal Court of Appeal and the Supreme Court of Canada, when Agency decisions are submitted to the appeal process. Branch staff also assist the conduct of Agency meetings and hearings. The Secretary has the duty, under the Canada Transportation Act, of maintaining a record of any rule, order, decision and regulation of the Agency. The Secretary also maintains a record of the minutes of Agency meetings.

Corporate Branch

The Corporate Management Branch supports the overall function of the Agency by providing corporate services related to human resources, strategic planning, finance, electronic information systems, records management and the library.

Information Holdings

Program Records

Accessible Transportation

Description: Information relating to the regulation of, and resolution of complaints related to transportation facilities, equipment and services provided in the federal transportation network to travelers with disabilities.

Topics: Co-operation and liaison with associations and various levels of government; committee and conference participation; complaints with respect to undue obstacles; mediation and facilitation of complaints; regulations on conditions of carriage; accessibility standards; public awareness and education programs; procedural and attitudinal training program and records; monitoring programs; and various studies, surveys and projects.

Program Record Number: CTA AIR 061

Atlantic Region Freight Assistance Program

Description: Information relating to the administration of freight subsidy programs applicable to the Atlantic Region. Note that since July 1, 1996, the Agency has no further responsibility for the Atlantic Region Freight Assistance Program, and these program records will be disposed of in accordance with their Retention and Disposal Standards.

Topics: Subsidy claims, including waybills and other supporting documentation; desk and field audits; and payments pursuant to the Maritime Freight Rates Act and the Atlantic Region Freight Assistance Act and Regulations.

Program Record Number: CTA MAR 183

Audits

Description: Information relating to audits and analyses for the determination of rates, railway costs, rail freight movements and rail networks.

Topics: Railway annual reports; railway audit manuals; comprehensive system review; special costing; Guide to Railway Charges for Crossing Maintenance and Construction; specific costs; and western grain railway revenue cap verification.

Program Record Number: CTA RAI 156

Licensing, Charters and Agreements

Description: Information relating to the administration of the licensing system for Canadian and foreign air carriers, international air agreements, commercial agreements between airlines and appeals to changes to Nav Canada charges for air navigation services.

Topics: Applications for licences or modifications to licences; applications for international charter flight permits; Canadian ownership; financial evaluation; notices, announcements and appeals of changes to Nav Canada charges; terms and conditions on licences; liability insurance; air operator certificates; suspension or cancellations; discontinuance or reduction of domestic services; and investigations of service complaints on discontinuance of domestic services; bilateral and multilateral agreements and negotiations; commercial agreements; conventions and protocols; and air relations between Canada and foreign countries.

Program Record Number: CTA AIR 080

Marine Complaints

Description: Information relating to the administration and enforcement of legislation governing marine activities under federal jurisdiction.

Topics: Shipper and carrier complaints; coasting trade licences; St. Lawrence Seaway Management Corporation fees; Canadian ship database; marine associations data bank; operations and rates investigations; and Shipping Conference Exemption Act tariff increase notices, service contracts and conference agreements.

Program Record Number: CTA RAI 081

Rail Complaints

Description: Information relating to economic disputes between rail carriers and users; competitive access provisions; tariffs; and mediation services and arbitration support.

Topics: Dispute investigations; competitive line rates; interswitching; rates and conditions of carriage; track usage; rail freight traffic data; level of service; rail connections; rail liability; and arbitration cases.
Program Record Number: CTA RAI 021

Rail Infrastructure
Description: Information relating to applications and complaints concerning the construction and modification of rail lines, highway/railway crossings, private farm crossings, and other rail infrastructure; to railway licensing; to rail line transfers or discontinuance; and to track determinations.
Topics: Crossing files; modification of subdivision name/mileage; noise, vibration and pollution complaints; connections and interchange; drainage; fencing; relocation of railway lines; right of way; spurs, sidings and lead tracks; environmental issues; and railway licensing and certificates of fitness.
Program Record Number: CTA RAI 062

Rail Economics
Description: Information relating to the administration of legislation governing railway revenue caps for the movement of western grain and railway costing.
Topics: Railway unit costs and service units; rates costing; railway costing manuals; historical railway input price indices; western grain railway revenue caps and compliance; traffic workloads; cost of capital rates; depreciation rates; uniform classification of accounts; and net salvage value determinations.
Program Record Number: CTA RAI 121

Rail Rationalization
Description: Information relating to the evaluation of proposals to rationalize rail networks prior to July 1, 1996. Since then, the Agency has no approval responsibility for Rail Rationalization and these program records will be disposed of in accordance with their Retention and Disposal Standards.
Topics: Railway costs and revenues; applications for abandonment of rail lines and removal of stations; branch line and passenger subsidy programs; branch line rehabilitation; conveyance of railway lines; and track determinations.
Program Record Number: CTA RAI 176

Secretariat Services
Description: Information relating to Agency decisions, orders, reports and notices; the administration of public hearings, inquiries and ministerial correspondence; and the co-ordination of translation services.
Topics: Agency orders and decisions; ministerial correspondence; and transcripts and exhibits of Agency public hearings and inquiries.
Program Record Number: CTA SEC 006

Tariffs, Complaints and Enforcement
Description: Information relating to the regulation of air tariffs and resolution of complaints concerning the reasonableness of terms and condition of carriage; the enforcement of Agency regulations; the investigation of illegal operations by air carriers; the regulation of and resolution of consumer complaints relating to air travel; and the resolution of complaints relating to the pricing of passenger and freight transportation services provided within Canada on monopoly routes.
Topics: Compliance; scheduled and non-scheduled tariffs; special permissions; industry complaints; consumer complaints; airline prices; general schedules; computer reservation systems; charter contracts; investigation reports on possible illegal activities by air carriers; referrals to RCMP for investigations; and administrative monetary penalties.
Program Record Number: CTA AIR 096

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Automated Document, Records, Information Management Systems

Budgets

Buildings

Buildings and Properties

Business Continuity Plans (BCP)

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings
Hospitality
Human Resources
Information Technology Services
Occupational Health, Safety and Welfare
Office Appliances
Official Languages
Pensions and Insurance
Personnel
Physical Security
Proactive Disclosure
Procurement
Relocation
Salaries and Wages
Staff Relations
Training and Development
Travel
Utilities
Vehicules

Particular Personal Information Banks

Air Service Licence Applications
Description: This bank contains a record of air service licence applications for use in granting or denying licence authorities under the Canada Transportation Act. The bank contains applications and interventions in support or opposition thereto. The bank may contain personal information relating to the applicant or other parties of record in the form of an individual's name; his or her home, business, mailing or email address or telephone number; nationality; age; identifying numbers; and financial information. Note that since July 1, 1996 interventions are no longer a part of the air service licence application process.
Class of Individuals: Applicants and intervenors in the licensing process.
Purpose: For granting or denying licences under the Canada Transportation Act.
Consistent Uses: None.
Retention and Disposal Standards: Files are destroyed twenty years following the cancellation of the licence.
RDA Number: 95/023
Related PR#: CTA AIR 080, 096
TBS Registration: 000320
Bank Number: CTA PPU 015

Air Travel Complaints
Description: This bank contains a record of air travel complaints regarding such incidents as delayed flights, lost or damaged baggage, ticketing, quality of service, cargo, reservations, denied boarding, smoking, unruly passengers, discontinuance or reduction of service to a community, fares and cargo rates. This bank contains personal information in the form of individuals' names, addresses and contact numbers.
Class of Individuals: Members of the general public who lodge air travel complaints.
Purpose: The purpose is to resolve air travel complaints. If a complaint relates to an air carrier or other responsible body, a copy of the complaint is forwarded to them for comments or for their resolution as appropriate.
Consistent Uses: None.
Retention and Disposal Standards: Records are retained for 10 years and then destroyed.
RDA Number: 95/023
Related PR#: CTA AIR 096
TBS Registration: 004442
Bank Number: CTA PPU 014

Canadian Ship Database System
Description: This bank contains information relating to the characteristics and use of Canadian registered vessels including unique content on operations and geographic analysis. It contains personal information in the form of individuals' names, addresses and contact numbers.
Class of Individuals: Owners, operators and contacts for Canadian registered vessels.
Purpose: The purpose of this bank is to provide information to process coasting trade licence applications to use foreign vessels in the Canadian coasting trade and identify suitable Canadian vessels which can provide the service or perform the activity described in the application. Operator's names, addresses and vessel information are posted in the Canadian Vessel Lists on the Agency website.
Consistent Uses: None.
Retention and Disposal Standards: Personal information is retained in database until superseded or destroyed two years after individuals are no longer owners, operators or contacts of Canadian registered vessels.
RDA Number: 97/031
Related PR#: CTA RAI 081
TBS Registration: 004453
Bank Number: CTA PPU 016

Complaints Regarding Services Provided to Persons with Disabilities

Description: This bank contains a record of investigations of complaints concerning the possible existence of undue obstacles to the mobility of persons with disabilities under the Canada Transportation Act. This bank may contain personal information in the form of an individual's name; his or her home, business, mailing or email address or telephone number; medical condition; disability; age; and marital status.

Class of Individuals: Individuals who have filed complaints.

Purpose: To determine whether or not undue obstacles to the travel of passengers with disabilities exist and, if so, to determine the appropriate corrective measure. Information that is provided is used to investigate complaints and copies are fowarded to transportation service providers for comments. Complaints on similar issues are sometimes processed together and information is shared with the involved applicants. Agency decisions are issued on complaints and posted on our website.

Consistent Uses: None.

Retention and Disposal Standards: Records are destroyed ten years after the complaint is resolved.

RDA Number: 95/023

Related PR#: CTA AIR 061

TBS Registration: 002154

Bank Number: CTA PPU 033

Enforcement

Description: This bank contains information relating to the enforcement of Agency regulations, and investigation of possible infractions or alleged illegal operations by air carriers. Enforcement activities may involve communication with other government departments, including the RCMP and the Department of Justice. This bank may contain, depending on the nature of the investigation, personal information in the form of an individual's name; his or her home, business, mailing or email address or telephone number; investigation details; and views or opinions of another individual about the individual.

Class of Individuals: Individuals involved in possible infractions and occasionally information relating to the plaintiffs.

Purpose: To determine whether or not there have been infractions and, if so, to determine the appropriate action. The results of warnings and notices of violation issued pursuant to the Designated Provisions Regulations are published on the Agency's website. This information includes the name of the carrier or individual, whether there was an application for review of the warning, whether or not the penalty was paid and whether or not the case was referred to the Transportation Appeal Tribunal of Canada.

Consistent Uses: None.

Retention and Disposal Standards: Files are destroyed ten years following the completion of the investigation.

RDA Number: 95/023

Related PR#: CTA AIR 096

TBS Registration: 000319

Bank Number: CTA PPU 010

Mailing Lists

Description: This bank contains mailing lists which may contain personal information in the form of an individual's name and his or her home, business, mailing or email address.

Class of Individuals: Individuals in the general public and business community with an interest in transportation.

Purpose: To notify interested parties of applications made to the Agency, changes in regulations, policies or other matters relating to Agency programs; to solicit comments; mailing of surveys and data forms; and the distribution of orders and decisions, the Annual Report, press releases, and other information of interest.

Consistent Uses: None.

Retention and Disposal Standards: Mailing lists are destroyed when superseded or obsolete.

RDA Number: 98/001

Related PR#: CTA ADM 903

TBS Registration: 002926

Bank Number: CTA PPU 046

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Personal Information Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records, Information Management Systems

Business Continuity Planning (BCP)

Electronic Network Monitoring Logs

Executive Correspondence Management Systems

Hospitality

Personnel Security Screening

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Classes of Personal Information

The general subject files of the Canadian Transportation Agency contain a certain amount of personal information relating to general correspondence, complaints and enquiries. The personal information contained in this class may include the name; home, business, mailing or email address or telephone number; and personal opinions or views of the individual, but is not arranged by personal identifiers. This form of personal information is normally retrievable only if specifics are provided concerning the subject and the date of the correspondence. The purpose of this bank is to maintain information relating to general correspondence, complaints and enquiries concerning the various functions of the Agency. The retention period for this class of personal information is controlled by the records schedules of the general subject files in which they are stored.

Manuals

- Accessibility (disability-related) Complaint Guide
- Accessibility Guidelines for Small Aircraft – Services for Persons with Disabilities on Aircraft with 29 and Fewer Passenger Seats
- Air Travel Accessibility Regulations
- Air Travel Accessibility Survey Report
- Application Guide for a Licence or for an Amendment to a Licence to Operate a Domestic Air Service
- Application Guide for Canadian Applicants for a Licence or for an Amendment to a Licence to Operate a Non-scheduled International Service
- Application Guide for Canadian Applicants for a Licence or for an Amendment to a Licence to Operate a Scheduled International Service between Canada and any other country
- Application Guide for Foreign Applicants for a Licence to Operate a Non-scheduled International Service on a charter basis between points in the Applicant's home country and points in Canada
- Application Guide for Foreign Applicants for a Licence to Operate a Scheduled International Service
- Application Guide for U.S. Applicants for a Licence to Operate a Non-scheduled International Service on a charter basis between points in the U.S.A. and points in Canada pursuant to the Air Transport Agreement between the Government of the United States of America and the Government of Canada signed on February 24, 1995
- Application Guide for U.S. Applicants for a Licence to Operate a Scheduled International Service pursuant to the Air Transport Agreement between the Government of the United States of America and the Government of Canada signed on February 24, 1995
- Bilateral Air Relations between Canada and other Countries
- Charter Application Guide for Charter Flights originating in a Foreign Country (other than the United States)
- Charter Application Guide for U.S. originating Transborder United States Charters (TUSC)
- Charter Authorization Guide
- Charter Permit Application Guide for Canadian originating International Advance Booking Charters (ABC)
- Charter Permit Application Guide for Canadian originating International Advance Booking Charters/Inclusive Tour Charters (ABC/ITC)

- Charter Permit Application Guide for Canadian originating International Entity Charters
- Charter Permit Application Guide for Canadian originating International Inclusive Tour Charters (ITC)
- Charter Permit Application Guide for Canadian originating Transborder Goods Charters (TGC)
- Charter Permit Application Guide for Canadian originating Transborder Passenger Charters (TPC)
- Charter Permit Application Guide for Canadian originating Transborder Passenger Non-Resaleable Charters (TPNC)
- CN and CP Costing Manuals
- Code of Practice – Aircraft Accessibility for Persons with Disabilities
- Code of Practice – Communication Barriers for Travellers with Disabilities
- Code of Practice – Ferry Accessibility for Persons with Disabilities
- Code of Practice – Passenger Rail Car Accessibility and Terms and Conditions of Carriage by Rail of Persons with Disabilities
- Communication Barriers: A Look at Barriers to Communication Facing Persons with Disabilities
- Enforcement Manual
- Financial Requirements Guide – Information and Instructions
- Guide to Certificates of Fitness
- Guide to Railway charges for Crossing Maintenance and Construction
- Guideline for implementation of the Communications Code of Practice
- Guidelines for meeting the Filing Requirements of SCEA
- Guidelines for processing Coasting Trade applications
- Guidelines on Apportionment of Costs of Grade Separations
- Is Your Air Carrier Licensed?
- Orientation Manual for the Air Travel Complaints Commissioner
- Principal Provisions of Part VII of the Air Transportation Regulations, Terms and Conditions of Carriage of Persons with Disabilities
- Principal Provisions of the Personnel Training for the Assistance of Persons with Disabilities Regulations
- Rail Infrastructure Procedures Manual
- Reservation Check-List – A Step-by-Step Guide for Meeting the Needs of Travellers with Disabilities.
- Standard Point Location Code
- Taking Charge of the Air Travel Experience – A Guide for Persons with Disabilities
- Uniform Classification of Accounts Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information on the Agency's publications, major decisions and rulings, and on its various programs and functions may be directed to:

Communications Directorate
Canadian Transportation Agency
Jules-Léger Building
15 Eddy Street, 19th Floor
Gatineau, Quebec K1A 0N9

Toll free: 1-888-222-2592
Telephone: 819-997-0344
TTY: 1-800-669-5575
Facsimile: 819-953-8353
Internet: www.cta.gc.ca

Reading Room

The Agency's library has been designated under the Access to Information Act as a public reading room. The address is:

Library
Canadian Transportation Agency
Jules-Léger Building
15 Eddy Street, 17th Floor
Gatineau, Quebec K1A 0N9

Canadian Wheat Board

Chapter 52

Note: This institution is not subject to the Access to Information Act.

General Information

Background

The Canadian Wheat Board (CWB) was established by the Canadian Wheat Board Act in 1935 to provide for the orderly marketing of wheat produced in the area designated by the Act. Barley and oats were added to the mandate in 1949. The marketing of oats was removed from the CWB in 1989.

Responsibilities

The CWB is obliged to purchase wheat and barley offered to it for sale by farmers in accordance with established delivery calls and to pay an initial payment for same in accordance with the Act. The CWB then markets this grain in interprovincial and international markets. The surplus proceeds received upon sale and available for distribution are divided equitably among the farmers delivering grain to the CWB after the initial payment is made to the farmers and the CWB's operating costs are deducted. The CWB is also responsible for administering a delivery system which is designed to maximize marketing opportunities, as well as allocating delivery opportunity among farmers wishing to deliver grain for sale in interprovincial and international markets. The CWB administers the federally legislated Agricultural Marketing Programs Act pursuant to which advance payments are made to farmers undertaking to deliver wheat and barley as delivery opportunities are available. The CWB administers the federal government's Spring Credit Advance Program (SCAP) for wheat and barley pursuant to which advance payments are made to farmers to assist with seeding costs.

Legislation

- Canadian Wheat Board Act
- Canadian Wheat Board Act Regulations
- Canadian Wheat Board Election Regulations

Organization

The Canadian Wheat Board is led by a 15-member Board of Directors, including 10 elected farmers and five directors appointed by Governor-In-Council based on their business expertise. The Board is responsible for the overall governance of the corporation and its strategic direction.

The CEO and President is also a member of the Board of Directors. The CEO/President is responsible for operations at the CWB. Reporting to the CEO/President are the three Executive Vice-Presidents, the Vice-President of Farmer Relations, the Vice-President of Human Resources, the Corporate Secretary, the General Counsel and the Internal Auditor.

Information Holdings

Particular Personal Information Banks

Grain Growers Advance Payment Records
Description: This bank is used to record the value of cash advances issued and refunds received from grain growers under the Agricultural Marketing Programs Act and the Spring Credit Advance Program.
Class of Individuals: Grain growers who have taken cash advances under the Agricultural Marketing Programs Act and the Spring Credit Advance Program.
Purpose: The information gathered is used to monitor the grower's repayment of monies advanced. Repayment is conditional on the grower's delivery and sale of grain as soon as he or she is able to do so. The information is summarized and controlled as required by the federal government.
Consistent Uses: The information is shared with grain companies that act as agents of the CWB in making and collecting cash advances. It is also shared with the Canada Revenue Agency, provincial crop insurance organizations, lending institutions and secured parties (secured parties are any person or business organization with a lien on the grain pledged by the grain grower on the advance payment application) when requested. Information would be shared for the purposes of

completing the advance payment application. The grain grower agrees to permit the CWB to share this information with these other parties to protect their security interest in the grain.
Retention and Disposal Standards: Files are retained for three years following the retirement of the advance payment and then destroyed.
RDA Number: 74/008
TBS Registration: 004082
Bank Number: CWB PPU 010

Grain Growers Delivery Records
Description: This bank contains a record of each producer certificate issued to a grower by a grain company in payment for the grower's delivery of wheat and barley to the CWB account.
Class of Individuals: Grain growers who deliver to the CWB.
Purpose: The growers' delivery records are the basis for equitable distribution of profits realized from the sale of wheat (including durum) and barley by the CWB. These records also include farmers who participate in the CWB fixed price or basis payment contracts and are receiving a payment separate from the CWB price pooling system. The information produces statistical statements by province, grain company and type of wheat and barley.
Consistent Uses: The information is shared with the Canada Revenue Agency, Agriculture and Agri-Food Canada's farm safety net programs, provincial crop insurance organizations and grain companies that are agents of the CWB.
Retention and Disposal Standards: Files are retained for seven years after the creation date and then destroyed.
RDA Number: 74/008
TBS Registration: 004083
Bank Number: CWB PPU 015

Grain Growers Payment Records
Description: This bank contains a record of each payment made to wheat (including durum) and barley growers which resulted from an increase in the price paid for wheat and barley or from the profits realized from the sale of wheat and barley by the CWB. It also contains payment records for farmers participating in the fixed price contracts, basis payment contracts, daily price contracts and early payment contracts who are receiving a payment separate from the CWB price pooling system.
Class of Individuals: Wheat and barley growers who deliver to the CWB.
Purpose: The information is maintained to control the value of payments and monitor bank cashings, lost cheques, uncashed cheques, etc. Statements are produced to show the value of payments by kind of wheat and barley, dates of issuance and bank clearance and for other control purposes (verification of rates and tonnes; verification of accounting transactions, stale-dated cheques; cancelled/re-issued cheques).
Consistent Uses: Information in this bank is shared with the Canada Revenue Agency, Agriculture and Agri-Food Canada's farm safety net programs and, in the case of non-resident farmers, with their representatives in Canada and the Bank of Montreal.
Retention and Disposal Standards: Files are retained for seven years after the payment is redeemed and then destroyed.
RDA Number: 74/008
TBS Registration: 004081
Bank Number: CWB PPU 005

Grain Growers Permit Records
Description: This bank is used to establish and maintain a record of each wheat (including durum) and barley grower's entitlement to market wheat and barley. Under the authority of the Canadian Wheat Board Act, this bank may contain the Social Insurance Numbers of those farmers who choose to supply them.
Class of Individuals: Wheat and barley growers who have obtained a CWB permit book.
Purpose: The permit book application information is used to monitor and record each grower's delivery and sale of wheat and barley to CWB account and to verify entitlement for cash advances under the Agricultural Marketing Programs Act and the Spring Credit Advance Program. The grower's name and address are used to distribute profits realized from the sale of wheat and barley. Summary statements for planning purposes are produced by district(s) and type of wheat and barley. Information in this bank is used to prepare voters' lists for Canadian Wheat Board elections.
Consistent Uses: Various components of the information are shared with Agriculture and Agri-Food Canada, the Canada Revenue Agency, provincial crop insurance organizations and the grain companies that are agents of the CWB.
Retention and Disposal Standards: Files are retained for seven years after the creation date and then destroyed.
RDA Number: 74/008
TBS Registration: 004084
Bank Number: CWB PPU 020

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Personnel Security Screening

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Privacy Act.

For further information about the policies and activities of the CWB, please contact:

Farmer Relations and Public Affairs
The Canadian Wheat Board
P.O. Box 816, Station Main
Winnipeg, Manitoba R3C 2P5

Telephone: 204-983-3421

Cape Breton Development Corporation

Chapter 53

General Information

Background

The Cape Breton Development Corporation (CBDC) was formed by an Act of Parliament in 1967 and is wholly-owned by the Government of Canada. In 2000, the Cape Breton Development Corporation Divestiture Authorization and Dissolution Act was passed by Parliament. The Corporation, which is located on Cape Breton Island, Nova Scotia, closed its last coal mine in the fall of 2001. Also at that time, a sale of surface assets including the pier, railway and other associated assets was concluded. The residual activities of the Corporation involve addressing significant obligations for benefits to former employees and for environmental remediation as well as disposal of the remaining assets comprised of surplus equipment and land.

Responsibilities

The role of the Cape Breton Development Corporation is to administer and fund the closure of the mining operations and related workforce reduction programs.

Legislation

- Cape Breton Development Corporation Act
- Cape Breton Development Corporation divestiture Authorization and Dissolution Act

Organization

The Cape Breton Development Corporation is headed by a Board of Directors consisting of 4 members who are appointed by the Governor in Council. The Board meets at least four times a year and is responsible for all policy and financial decisions as well as other matters that are implemented by a staff headed by a President, who is also a Board member.

Information Holdings

Program Records

Board of Directors
Description: Information on the members of the board of directors.
Topics: Resumé; appointment and data.
Access: Files are arranged by year.
Format: Paper.
Program Record Number: CBDC BOD 001

Corporate Plans
Description: Information on the corporate plan.
Topics: Guidelines, assessment; research; forecasts, data and cost analysis.
Access: Files are arranged by year.
Format: Paper.
Program Record Number: CBDC CP 001

Engineering Services
Description: Reports on the planning, design and construction of underground and surface facilities.
Topics: Construction; drafting; tenders; inspections; and progress reports.
Access: Reports are arranged by project.
Format: Paper.
Program Record Number: CBDC ES 001

Environmental
Description: Information relating to environment issues and projects under the administration of the Cape Breton Development Corporation.
Topics: environmental
Format: Paper
Program Record Number: CBDC E 001

Legal and Corporate Secretary
Description: Information relating to agreements and contracts, acts and regulations, corporate bylaws and litigation. Board of Directors and Committee minutes, and Orders in Council appointing Board members.
Topics: Leases, minutes, OIC, policies, meetings, legal
Access: Subject, alphabetic
Format: Paper
Program Record Number: CBDC LCS 001

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Audits

Budgets

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Human Resources

Information Technology Services

Lands

Occupational Health, Safety and Welfare

Official Languages

Pensions and Insurance

Personnel

Procurement

Salaries and Wages

Staff Relations

Training and Development

Travel

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Electronic Network Monitoring Logs

Personnel Security Screening

Travel

Manuals

- Cape Breton Development Corporation Policy and Procedures Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please note: Requests made to the Cape Breton Development Corporation under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Cape Breton Development Corporation.

Requests for further information about the Cape Breton Development Corporation may be directed to:

Tom Fleming
Access to Information and Privacy Coordinator
P.O. Box 2500
Sydney, Nova Scotia B1P 6K9

Telephone: 902-563-0055
Facsimile: 902-563-0054
Email: tfleming@devco.ca

Reading Room

Under the Access to Information Act, the Cape Breton Development Corporation has designated an area on the premises as the public Reading Room. The address is:

70 Crescent St.
Sydney, Nova Scotia B1S 2Z7

Telephone: 902-563-0052
Facsimile: 902-563-0054

Cape Breton Growth Fund Corporation

Chapter 54

General Information

Background

The Cape Breton Growth Fund Corporation (CBGF) was incorporated on August 25, 2000 as a wholly-owned subsidiary of Enterprise Cape Breton Corporation (ECBC), a federal Crown corporation with a mandate for economic development on Cape Breton Island and in the Mulgrave area. Although established as a wholly-owned subsidiary, the Governor-in-Council declared that Part X of the Financial Administration Act applies to the CBGF as if it were a parent Crown corporation. Accordingly, the CBGF has its own Board of Directors and is required to report separately to Parliament through its own corporate plan and annual report.

The creation of the CBGF was in response to the Government of Canada's decision to discontinue the coal mining operations of the federally-owned Cape Breton Development Corporation (DEVCO). The CBGF was charged with the administration of an adjustment fund of $91 million ($79 million from the Government of Canada and $12 million from the Province of Nova Scotia) to assist with the adjustment of the local economy through the promotion of sustainable, long-term economic development.

Responsibilities

The CBGF is vested with the same broad economic mandate and flexible powers as ECBC. They are to promote and assist, either alone or in conjunction with any person or the Government of Canada or of Nova Scotia or any agency of either of those governments, the financing and development of industry on Cape Breton Island* to provide employment outside the coal producing industry and to broaden the base of the economy of Cape Breton Island.

*This definition of Cape Breton includes the Mulgrave area.

The CBGF is a transitional corporation designed to commence winding up its operations once the $91 million is committed. It is anticipated that all monies will be committed and the Corporation will commence winding up as of March 31, 2007.

Priorities and Sectors of Interest

The mandate of the Growth Fund is to foster sustainable economic growth on Cape Breton with emphasis on six priority sectors identified through community consultations. The priority sectors are Oil & Gas, Industrial Benefits from Environmental Remediation, Tourism, Arts & Culture, Knowledge Based with the last defined as Strategic Initiatives to include investment and infrastructure opportunities outside the original five sectors.

Our Programs and Services

To meet its objectives the CBGF offers four programs.

CBGF Program – This program is designed to provide access to capital through loans, grants or other funding instruments to assist businesses and non-profit organizations to invest in initiatives that increase export sales/tourism receipts; encourage new start-ups; facilitate new, incremental direct investment; and to create new, long-term sustainable jobs.

The Environmental Skills Internship (ESI) – This program is designed to strengthen the capacity of local environmental firms to compete for contracts by assisting in their human resource development. The initiative is designed to help ease and accelerate the transition of recent graduates into environmental firms.

Industrial Outreach Program – This initiative, a partnership between the Cape Breton Growth Fund (CBGF), National Research Council – Industrial Research Assistance Program (NRC-IRAP), and the Cape Breton University Information Technology Innovation Centre (ITIC), is a combined work experience and education program that is designed to develop superior technical and leadership skills for information technology professionals within Cape Breton industries.

The Cape Breton Cultural Industry Development Fund – This program seeks to fill the specific and unique needs of Cape Breton's Arts and Culture sector by addressing economic vitality in the following areas: Finished Craft Inventory Program, Venue Improvement Program; Artistic Creation and Product Development, and Strategic Initiatives.

Legislation

- Government Organization Act, Atlantic Canada (Part II)

Organization

The CBGF shares an office with ECBC in Sydney, Nova Scotia. It is governed by a five-member board of directors. Through a memorandum of understanding (MOU), ECBC provides all program and operational support to the CBGF. Given that the fund is due to cease operation in 2007, the CBGF currently operates with only a part-time CEO. All other services are provided on an as needed basis by ECBC.

Information Holdings

Program Records

CBGF – General
Description: Includes records relating to the CBGF – its creation and organization, policies, mission, legislation, program authorities, initiatives and evaluation. It also includes records relating to the establishment, organization, functions, agendas, minutes, reports, etc, of the board of directors, CBGF task forces, and outside stakeholders as well as records from committees, meetings and conferences that are specific to the CBGF's operations.
Topics: Policies, General Information, Delegated Program Authorities, Initiatives, Reports, Policies, board and committee minutes, briefings and reports.
Program Record Number: CBG 5555

CBGF Program
Description: Includes records relating to the CBGF program that is designed to increase export sales/tourism receipts; encourage new start-ups; facilitate new, incremental direct investment; and to create new, long-term sustainable jobs. The program offers private sector and non-profit organizations access to capital in support for human resource capacity building and leadership development.
Topics: Policies, General Information, Project Specific Information and Evaluations.
Program Record Number: CBG 803

Communications Services
Description: Includes records relating to the communications function of the CBGF that seeks to promote a better understanding of the work of the CBGF in strengthening the Cape Breton economy. This is accomplished through public affairs, and media relations (news releases, clippings, slides, videos, photographs, advertising, press conferences, success stories, newsletters, brochures and speeches).
Topics: Polices/Communication Plans, General Information, Media Relations, Biographies, News Release Procedures, Project Announcements, News Clippings, Situation Analysis, Slides/Videos, Advertising, Newsletter, Speeches, Briefing Material, Conferences and Meetings.
Program Record Number: CBG 5555-5-1

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests
Accounts and Accounting
Acts and Legislation
Administration
Audits
Budgets
Buildings and Properties
Classification of Positions
Employment and Staffing
Equipment and Supplies
Finance
Furniture and Furnishings
Hospitality
Human Resources
Official Languages
Pensions and Insurance
Personnel
Physical Security
Proactive Disclosure
Procurement
Relocation
Salaries and Wages
Staff Relations
Training and Development
Travel
Vehicles

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Hospitality

Personnel Security Screening

Relocation

Travel

Classes of Personal Information

Mailing Lists

This class of personal information contains the names and addresses of individuals who are on a mailing list to receive specific information or publications on the CBGF's programs and activities. The lists are updated on a continuing basis and maintained for a minimum of two years.

Ministerial Correspondence

This class of information contains correspondence addressed to the Minister, from external organizations and individuals in the form of requests for information, complaints, opinions and other submissions related to a broad range of policy issues pertaining to CBGF activities wherein some unsolicited personal information has been provided by the correspondent. This form of information would be retrievable only if specifics of name, date of communication and subject were to be provided; it is not arranged or retrievable by personal identifiers. The retention periods of these classes of personal information are controlled by the record schedules of the general subject files in which they are stored.

Programs and Agreements

This class of information contains documents related to programs and agreements administered by the CBGF. Personal information may be stored in administering programs falling within this class. The information may include financial, employment and demographic data on individuals. Such data, however, would be stored as part of the general subject files where records are not normally retrieved by name of individual or other personal identifier. This form of information is normally retrievable only if specifics are provided.

Subject Files and Routine Correspondence

Some programs and activities result in the accumulation of personal information which is not contained in the personal information banks described above. This personal information is stored within subject files described as part of the CBGF's Information Holdings where records are not normally retrieved by the name of the individual or other personal identifier. This form of personal information consists of enquiries concerning particular matters, as well as requests for publications and reports. The information is normally retrievable only if specifics are provided concerning the subject matter. Retention of this form of personal information is controlled by the records schedules of the subject files in which the information is stored.

Manuals

- Policy and Procedures Manual Policy
- Program Guidelines

Additional Information

Requests for further information about the CBGF and its programs and functions may be directed to:

Head Office
Cape Breton Growth Fund
70 Crescent Street
P. O. Box 1264
Sydney, Nova Scotia B1P 6J9

Telephone: 902-564-7330
Toll-free: 1-800-705-3926
TTY (Toll Free): 1-800-705-3926
Facsimile: 902-564-3825
E-mail: rick.beaton@cbgf.ca
Internet: www.cbgf.ca

Reading Room

The CBGF provides a reading room at its head office in Sydney as a public reading room for the purposes of the Access to Information Act. The address is:

Cape Breton Growth Fund
70 Crescent Street
Sydney, Nova Scotia

Citizenship and Immigration Canada

Chapter 55

General Information

CIC is currently undergoing a reorganization therefore the structure below may not be accurate. Changes will be reflected in the next publication of Info Source, once the reorganization has been finalized.

Background

The Government of Canada has administered immigration services since Confederation and citizenship registration since 1947. The Department of Citizenship and Immigration Canada (CIC) was created by an Act of Parliament which received Royal Assent on June 23, 1994. This Act brought together immigration services and citizenship registration, operations and corporate functions from various departments. CIC reports to Parliament through its Minister, who is also responsible for the Immigration and Refugee Board of Canada (IRB), an independent tribunal established by the Parliament of Canada. The IRB's functions are separate from those of the Department. CIC is governed by the Department of Citizenship and Immigration Act, the Immigration and Refugee Protection Act, the Citizenship Act and the supporting regulations. These provide the Governor in Council, the Minister and the Deputy Minister with the discretionary authority required for developing and implementing responsive and flexible policies, programs, services and initiatives.

Responsibilities

The Department of Citizenship and Immigration Act establishes a specific federal mandate for the Minister of Citizenship and Immigration Canada. This mandate includes all matters relating to the administration of the programs and policies of immigration and citizenship that are not assigned by law to other departments, branches or agencies of government.

CIC brings together a broad range of activities: the selection of immigrants and refugees and the issuance of temporary resident visas abroad; the facilitation and control of immigrants and foreign visitors in Canada; the settlement and integration of immigrants and refugees; and the processing of applications for Canadian citizenship and proof of citizenship.

The government reorganization of December 12, 2003 launched important changes at CIC. Responsibility for enforcement, intelligence and interdiction operations were transferred from CIC to the Canada Border Services Agency (CBSA). CBSA officially became an independant agency on the 1st of April of 2005.

The Deputy Minister sets departmental priorities in conjunction with the Minister of CIC and develops strategies to meet these goals. Five senior departmental executives report to the Deputy Minister: the Assistant Deputy Ministers (ADMs) of Policy and Program Development; Operations; Centralized Services Delivery and Corporate Services; Strategic Directions and Communications; and the Director General of Human Resources. The department operates through its national and five regional headquarters, through three centralized processing offices in Canada and through 148 local offices across Canada and abroad.

The Assistant Deputy Minister (ADM) of Policy and Program Development is responsible for policy and program development in the areas of Admissibility, Business Solutions, Integration (including citizenship), Refugees, Selection, as well as legislative and regulatory reform.

The ADM of Operations coordinates the work of CIC's five domestic regions, the International Region, Medical Services, Case Management, and Strategic Operations Planning.

The ADM of Centralized Services Delivery and Corporate Services is responsible for Finance, Administration and Security, the Departmental Delivery Network, Information Management and Technologies and the Modern Management Office.

The ADM of Strategic Directions and Communications is responsible for Communications, Executive Services, Internal Audit and Disclosure, Priorities, Planning and Research, Strategic Policy and Partnerships, Metropolis Project, and the Task Force on Document Integrity.

The Director General, Human Resources, is responsible for planning and managing all of CIC's human resources activities, programs and services, including Workplace Effectiveness, Client Services, Learning and Development, and Strategic Resourcing.

Legislation

- Alejandra Flores Velasquez Immigration Exemption Regulations, SOR/91-693
- Adjudication Division Rules, SOR/93-47
- Citizenship Act, R. S. C. 1985, c. C-29
- Citizenship Regulations, 1993, SOR/93-246
- Convention Refugee Determination Division Rules, SOR/93-45
- Department of Citizenship and Immigration Act, S. C. 1994, c. 31
- Foreign Ownership of Land Regulations, SOR/79-416
- Immigration and Refugee Protection Act, S.C. 2001, c. 27
- Immigration and Refugee Protection Regulations, SOR/2002-227
- Immigration Division Rules, SOR/2002-229
- Immigration Appeal Division Rules, SOR/2002-230
- Order Designating the Minister of Citizenship and Immigration as Minister for Purposes of the Act, (Citizenship Act) SI/94-86
- Order Designating the Minister of Citizenship and Immigration as the Minister Responsible for the Administration of that Act (Immigration and Refugee Protection Act), SI/2001-120
- Order Setting Out the Respective Responsibilities of the Minister of Citizenship and Immigration and the Minister of Public Safety and Emergency Preparedness Under the Act, SI/2005-120
- Refugee Protection Division Rules, SOR/2002-228
- Oath or Solemn Affirmation of Office Rules (Immigration and Refugee Protection Board), SOR/2002-231
- Federal Courts Immigration and Refugee Protection Rules, SOR/93-22

Organization

Policy and Program Development

Admissibility Branch

The Admissibility Branch is responsible for developing and coordinating policy and procedures designed to maintain and protect the health, safety and good order of Canadian society, as well as the integrity of the immigration and temporary resident programs. It is the key interface with the Canada Border Services Agency (CBSA) for CIC.

The Branch performs a number of policy functions in support of its mandate including regulatory and legislative amendments, research, program integrity, and the fostering of domestic and international partnerships.

In executing its functions, the Branch provides leadership, advice and functional direction in support of departmental and government objectives on such admissibility issues as visitor visa policy, inadmissibility criteria, and quality assurance and travel documents.

Admissibility Branch Organization

The Admissibility Branch is composed of four directorates and two strategic initiatives. The directorates include: International Partnerships and Liaison; Legislative and Regulatory Policy; Visa Policy and Special Projects; and Document Policy and Program Integrity. The strategic initiatives include: the Biometrics Planning Project and Memorandum of Understanding between CIC and CBSA.

The International Partnerships and Liaison Division is responsible for ensuring that Branch interests and positions are represented in international fora and documents (e.g., conventions, treaties, resolutions) and for the related domestic liaison. The Division is also responsible for agreements with international partners which permit information sharing on matters pertaining to the administration and enforcement of each party's immigration legislation.

The Division is responsible for negotiating information sharing agreements with international partners; representing Branch interests in international fora; coordinating incoming international horizontal issues; managing international partnerships; and liaison with the U.S. on specific issues.

The Legislative and Regulatory Policy Division is responsible for the development of policies, guidelines and functional direction relating to the application of several of the inadmissibility provisions of the Immigration and Refugee Protection Act (IRPA). This includes misrepresentation, criminality and rehabilitation as well as non-compliance, including non-compliance with the residency obligation for permanent residents. The Division is responsible for policies relating to the right to appeal of permanent residents and protected persons. The Division is also leading CIC's participation in the government's Interoperability project. Finally, the Division is the primary liaison with the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP) and the Canadian Security Intelligence Service (CSIS) on inadmissibility and other enforcement issues.

The Visa Policy and Special Projects Division is responsible for the coordination and development of short-term, cross cutting policy projects relating to admissibility issues. The Division also offers research support to members of the Admissibility Branch in support of policy development. Lastly, the division has the policy mandate lead for the Temporary Resident Visa Program, which includes the visa review process: visa policy; coordination and development of short-term policy projects; coordination of incoming horizontal admissibility issues (Operational Readiness and Branch Business Plan); and, Research support to the Admissibility Branch (Country Report (Visa review); environmental scan; international comparisons; and coordination of Branch's research interests in departmental research initiatives and inter-departmental research projects).

The Document Policy and Program Integrity Directorate is responsible for establishing strategies, policies and procedures designed to maintain and enhance CIC standards with respect to document integrity and entitlement decisions. This involves close cooperation with CBSA with respect to document security and anti-fraud issues, as well as ongoing assessment of CIC programs to identify areas of vulnerability and to propose solutions.

The Document Policy division is responsible for providing policy guidelines for administration of the permanent resident (PR) card. These guidelines are published in the CIC Enforcement Manual Chapter 27. This division also coordinates the regulatory amendment process for issues related to travel documents and PR Cards. Document Policy is responsible for the assessment of travel documents issued outside of Canada and for providing policy guidelines with respect to acceptability of various documents for purposes of travel to Canada.

The Program Integrity division plays a major role in establishing strategies, policies and guidelines on quality assurance and anti-fraud in order to ensure program integrity. One of the main objectives of this unit is to establish strategies to prevent misuse and abuse of CIC programs. This division coordinates quality assurance and anti-fraud activities at the departmental level. It serves as a focus for reporting on quality assurance and anti-fraud projects and initiatives within the Department and disseminates information on best practices.

The Directorate is responsible for the coordination and review of travel document policy; Permanent Resident Card policy, guidelines, instructions and manual references; regulatory amendments related to documents; improvement in the detection of fraud and misrepresentation; identification of areas of program vulnerability and propose solutions; and liaison with CBSA on matters related to migration integrity and document security.

The Biometrics Planning Project was established in 2004 with a two-year mandate to study the use of biometrics for client identity management in CIC. A policy on biometrics is being developed to address security, facilitation and program integrity issues. The Project is responsible for developing departmental policy for the use of biometrics in CIC programs and documents; preparing and planning for the implementation of biometrics in CIC; liaising with CBSA and within CIC on technology solutions; and participating in domestic and international fora on biometrics, such as the International Civil Aviation Organisation (ICAO).

Memorandum of Understanding (MOU) between CIC and CBSA

This special project team is responsible for coordinating the development and negotiation of an MOU and annexes with the CBSA.

Business Solutions Branch

Business Solutions is the departmental focus for business requirements. The Branch provides leadership to the business community by formulating strategies and plans for the design and integration of business processes through the use of enterprise-wide models. Business Solutions Branch champions the high-level business

architecture that is the foundation for the future integrated departmental business processes that deliver program and corporate services.

The business strategy of the Branch is to actively support business process owners in their business process design initiatives across the Department, through the provision of expertise on work process design techniques and coordinating between the various business process initiatives. The Branch is concerned with the development of the corporate climate and infrastructure for business process renewal, to be achieved through planning, organizing, leading and monitoring the business process design effort across the whole of the CIC organization. This process infrastructure is characterized by consistent standards for the Department's business solutions and their related information systems. It supports the evolution of client-centered services that respond to the strategic and operational imperatives of the Department.

A principal priority for Business Solutions for the next several years is to provide the business leadership for the Global Case Management System (GCMS). This will be done within the strategic framework of the Department that focuses increasingly on ongoing program renewal and effective allocation of resources.

Integration Branch

The Integration Branch is responsible for the development of policy and programs that define membership in Canadian society, enhance the role of Canadian citizenship, and support the settlement, adaptation and integration of newcomers. The Branch develops policies and programs that promote integration and Canadian citizenship; ensures that the federal government meets its responsibilities towards the immigrants it accepts for permanent residence; educates potential new Canadians about the rights and responsibilities of Canadian citizenship; promotes the value of Canadian citizenship to newcomers; and administers and interprets the Citizenship Act. The Integration Branch oversees the delivery of programs under its jurisdiction through a network of national partnerships, as required. The Integration Branch is composed of five divisions: Citizenship Division; Settlement Division; Integration Promotion Division; Service Line Support Division and Special Initiatives and Outreach.

The Citizenship Division manages the overall administration of the Citizenship Act and Regulations. The main activities are developing and revising the regulations and policies for the administration of the Act, maintaining legislative compliance, providing functional guidance on citizenship matters, ensuring quality assurance, implementing new Citizenship Legislation and maintaining a historical body of knowledge on past and present nationality legislation.

The Settlement Division provides functional guidance; develops policies, operational procedures and work instruments; designs program terms and conditions for the settlement programs and services provided to newcomers; manages national settlement realignment agreements with the provincial governments; manages the orientation abroad initiative; manages contribution program allocations and expenditures and is responsible for the implementation of the Official Languages Act for programs administered by the Integration Branch.

The Integration Promotion Division is responsible for the development of activities and programs which promote citizenship and settlement programs and initiatives. This Division is also responsible for administering the Citation for Citizenship Program and the 'Canada: We All Belong!' campaign; as well as for the development, production and distribution of promotional material in support of its mandate.

The Service Line Support Division provides the Branch with the capacity to plan, analyze and coordinate activities and to provide an efficient infrastructure to support the other divisions in the Branch, corporate initiatives and CIC priorities. It is also responsible for cross-cutting policy development.

The Special Initiatives and Outreach Division provides policy and developmental assistance on new integration initiatives as well as outreach activities with other departments and stakeholders. Activities include the management of the Enhanced Language Training (ELT) initiative, working with stakeholders on immigrant labour market integration issues including foreign credential recognition, CIC's Voluntary Sector Initiative, implementation and evaluation of pilot or demonstration projects, the coordination of the CIC Francophone Community Steering Committee, and the implementation of the Official Languages Act for programs administererd by the Integration Branch.

Refugees Branch

Refugees Branch is composed of the Asylum, Resettlement, Policy Development and International Protection, and Refugee Program Support Divisions. They are responsible for the management of refugee policy, programs and targets; liaison with the Immigration and Refugee Board of Canada (IRB); representing the interests of CIC and the Government on refugee issues; and coordinating reporting and liaison activities.

Selection Branch

Selection Branch is responsible for the development of policy, program design and procedural guidance affecting the selection of people to Canada, both immigrants and non-immigrants. The goal is to develop policy with an operational perspective, provide procedural guidance to the field both nationally and internationally, and feedback field perspectives into the policy-making process.

Social Policy and Programs Division – This division is responsible for all policy and program development related to maximizing the social benefit of immigration to Canada, with the exception of refugee and integration policies and programs. The scope of this division's policy and program responsibilities includes all matters related to family reunification from overseas and within Canada, discretionary decision making for humanitarian and compassionate or public interest reasons, temporary resident permits, the permit holder class and migration to official language minority communities. The division also helps ensure client protection by overseeing policy on immigration representatives (i.e. lawyers, consultants, non-governmental organizations, family members, etc.).

Economic Policy and Programs Division – This division is responsible for all policies and programs supporting the department's economic objectives, with the exception of business immigration programs. It's responsibilities include policies and programs related to both permanent and temporary immigration. These include: visitors, students, temporary workers, live-in caregivers, skilled workers, provincial nominees, regionalization, third party language testing, and trade agreements affecting the movement of people.

Business Immigration Division – This division is responsible for policy formulation, program development and procedural compliance for self-employed, investor and entrepreneurial programs.

Service Line Support Division – This division is responsible for the coordination and management of branch administrative functions, for setting program performance standards, objectives, priorities and goals in the context of the planning and accountability process, and for evaluating and reporting on program performance.

Levels Management Division – This division has lead responsibility for translating strategic goals into annual delivery strategies and operational plans to ensure the department meets the level and mix of immigrant landings announced in the Annual Report to Parliament. This involves on-going monitoring of current year levels, developing and consulting on operational plans for following years and continuous refinement of the levels management tools.

Operations

Atlantic Region

The Atlantic Region of Citizenship and Immigration Canada is responsible for the delivery of Canada's immigration programs and program activities in the four Atlantic Provinces: Nova Scotia, New Brunswick, Newfoundland and Prince Edward Island. This includes immigrant selection, non-immigrant processing, immigration medical services, reporting and liaison, immigration, visitor and refugee programs, Citizenship, Settlement, Admissibility, Selection, and Inland Control.

The Atlantic Region is also responsible for ensuring a consistent approach across the four provinces; as well as for coordination and liaison with other departments and agencies such as the Canada Border Services Agency (CBSA), the Canadian Security Intelligence Service (CSIS), Health Canada and the Royal Canadian Mounted Police (RCMP). The Atlantic Region ensures that the delivery of these programs is consistent with Canadian law and policy.

The Atlantic Region consists of 6 local offices and the Atlantic Regional Headquarters. In addition to providing immigrant and temporary admissions services, inland offices also grant citizenship and work with the provinces, municipalities and community groups to help newcomers integrate and promote understanding of the rights and responsibilities of Canadian citizenship.

Quebec Region

The role of Citizenship and Immigration Canada's Quebec Region is to apply federal programs and

offer citizenship and immigration services for the Quebec Region in collaboration with the ministère de l'Immigration et des Communautés culturelles du Québec (MICC), which exercises a shared jurisdiction with the federal department in the area of immigration.

The Region's mandate is carried out by a regional office with six regional directorates: Operations, Programs and Partnerships, Human Resources, Information Technologies and Telecommunications, Communications, and Finance, Administration and Public Rights. Four local offices offer immigration and citizenship services outside the Montreal region.

The Quebec Region provides Canadian citizenship granting services and has the mandate to promote citizenship and the values associated with it.

Immigration services are offered to clients within Canada through the Region's network of inland offices.

These services include the processing of permanent residence applications, the initial processing of refugee claimants, the granting of permanent resident cards and the pre-removal risk assessment (PRRA) service.

The Regional Client Services and Foreign Workers Unit has been set up to offer services that complement those of the national CIC Call Centre in the Quebec Region. Staff in the unit provide services relating to complaints, and respond to complex requests that cannot be handled by the call centre. They also respond to requests from federal constituency offices and employers wanting to hire foreign workers.

The Quebec Region plays an active role in the *Our Missing Children program*. The aim of this program is to identify children who have been abducted or are runaways and who appear at our borders or are already in Canada. In this area, great vigilance is exercised by immigration officers, who are regularly briefed on the profile of runaways, kidnappers and smugglers who might be involved in this trafficking of children. The program is administered in cooperation with our partners in the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), and Foreign Affairs Canada (FAC).

Ontario Region

This region is comprised of directorates and regional management areas which report to the office of the Director General.

Strategic Planning and Executive Services (SPEXS) leads the Planning and Accountability Cycle for Ontario Region. SPEXS facilitates the development of Regional Priorities, publishes them, and develops templates for Regional Management Area Workplans. SPEXS is a dedicated focal point for cross-cutting Modern Management initiatives. SPEXS co-ordinates monthly senior management meetings. SPEXS co-ordinates itineraries for visiting dignitaries.

The Settlement and Intergovernmental Affairs Directorate assists newcomers to integrate into Canadian society by funding community-based delivery partners under CIC settlement and resettlement programs. This directorate also has the lead in federal, provincial, and municipal negotiations for Ontario Region and the government's regionalization strategy.

Pre-Removal Risk Assessment (PRRA) at Mississauga and Niagara Falls (with a satellite office in Toronto) is responsible for administering the PRRA program, as well as processing the Humanitarian and Compassionate (with risk) in-Canada Applications for Permanent Residence in accordance with the Single Decision-Maker model. PRRA partners with Programs, Canada Border Services Agency, the Immigration and Refugee Board and the Department of Justice in administering the program.

The Program Directorate is responsible all aspects of processing in-Canada applications referred by central processing centres, the Citizenship program, in person refugee claims, coordination of continuous process improvement, quality assurance, some enforcement activity, and the development and maintenance of partnerships. This unit is also responsible for the coordination and delivery of the permanent resident card initiative, and in the development of the new relationship with the Canada Border Services Agency (CBSA).

The Communications Directorate provides communications products and services for both internal and external clients and designs communications strategies and action plans to achieve departmental and regional objectives. It provides advisory, editorial, media and community relations services to the Director General, the regional management team and managers. The Communications Directorate responds to media inquiries pertaining to program, operational and case issues.

Finance, Administration and Informatics Services (FAIS) responds to the operational needs of CIC staff and programs through the provision of integrated corporate services in the areas of Finance, Security, Administration, and IMT Services. In addition, FAIS includes Access to Information and Privacy, which provides service to departmental staff and the public at large.

Human Resources provides advice and services to the Region in the areas of Compensation and Benefits, Staffing, Official Languages, Diversity, Health and Safety, Staff Relations, Classification, Learning and Development, and Awards and Recognition.

Prairies and Northern Territories Region

The Prairies and Northern Territories Region is responsible for the delivery of Canada's immigration, refugee, visitor, citizenship, and settlement programs for the Department through a network of seven CIC offices in Alberta, Saskatchewan, Manitoba and the Northwest Territories.

The Region consists of:

Regional Headquarters located in Winnipeg, five full service citizenship and immigration centres located in Calgary, Edmonton, Saskatoon, Regina, and Winnipeg, and two 'satellite' offices in Lethbridge and Yellowknife.

British Columbia and Yukon Region

The British Columbia and Yukon Territory Region coordinates the delivery of citizenship and immigration services to residents and visitors throughout British Columbia and the Yukon Territory. Core service activities include the immigration and temporary resident programs, citizenship, and settlement programs of the Department through inland offices. The region consists of 5 inland offices. Officers in the inland offices are responsible for facilitating the admission of bona fide temporary residents, temporary workers, students, as well as immigrants, refugees and refugee claimants. In addition to providing immigrant and temporary admissions services, inland offices also grant citizenship and promote understanding of the rights and responsibilities of Canadian citizenship. In the Yukon Territory, the department, in concert with service providing organizations, administers the full range of settlement services under the immigrant settlement program. In British Columbia, however, because the responsibility for design and delivery of other settlement programs devolved to the Province of British Columbia under the terms of the Canada-British Columbia Agreement for Co-operation on Immigration, the department administers only the resettlement assistance program for government-assisted refugees and an airport reception program for new immigrants arriving from abroad.

International Region

The International Region is responsible for the delivery of Canada's immigration programs at Canadian missions abroad. This includes immigrant selection, non-immigrant processing, immigration medical services, program integrity and reporting and liaison. The International Region plays a lead role in international migration, and in the coordination of the Department's international activities, particularly with respect to relations with Foreign Affairs Canada (FAC), other countries, and multilateral organizations. The International Region comprises six divisions – Geographic Operations, Resource Management, Personnel, Operational Coordination, Operational Coordination and Intelligence and Admissibility Coordination, and Field Support.

The International Region is responsible for the delivery of all program activities at Canadian diplomatic missions around the world. This includes all operational aspects of immigration programs such as delivery of annual immigration levels; management of immigration, temporary resident and refugee programs abroad; ensuring a consistent approach across geographic regions; and coordination and liaison with other departments and agencies such as the Canada Border Services Agency (CBSA), the Canadian Security Intelligence Service (CSIS), Health Canada and the Royal Canadian Mounted Police (RCMP). The International Region ensures that the delivery of the program is consistent with Canadian law and policy and with Canada's bilateral and multilateral foreign policy interests.

The Geographic Operations Division is responsible for managing the delivery of immigration, temporary resident and refugee programs at missions within the following territories: Asia-Pacific, the Americas, Europe, and Africa and the Middle-East.

Resource Management is responsible for the maintenance of an operational structure through the allocation of financial and human resources to ensure global immigration is consistent with levels established by Cabinet. This includes

those resources in the Foreign Affairs Canada (FAC) financial base that support the immigration program. Resource Management includes Resource Allocation and Administrative Services and Overseas Resources Management.

In close co-operation with the departmental Human Resources, Finance and Administration Branches, the Personnel Division is responsible for the management of human resources relating to the International Region. This division includes Assignments, Personnel Services and Training.

Operational Coordination is responsible for the development and dissemination of statistical information relevant to international operations, communications policies and activities with missions abroad, managing overseas mission reconfiguration, promotion and recruitment, and issues of global interest within the International Region.

Intelligence and Admissibility Coordination is responsible for the development, communication and implementation of operational policies, guidelines, procedures and processes related to the admissibility of visa applicants across the global network.

Field Support is responsible for the provision of program support to the region for a client service framework, a comprehensive quality assurance framework, coordination of the preparation overseas of mission International Region Immigration Management Plans, information management, visits and protocol, access to information, and program integrity.

Case Management Branch

The role of Case Management Branch is to review and manage contentious, sensitive and high profile cases for both the Minister of Citizenship and Immigration Canada (CIC) and the Minister of Public Security and Emergency Preparedness (PSEP) (through liaison with the Canadian Border Services Agency [CBSA]).

In general terms, Case Management cases are often directed towards the Ministers of both Departments for use in the House of Commons and include preparation of House Cards/Question Period notes, case chronologies and Ministers' Office Field Request for Assistance (MOFRAs). At the same time, some of its cases may involve seeking the Minister's special exemption from certain provisions of the Immigration and Refugee Protection Act, the Citizenship Act and the attendant regulations.

The operations of this Branch are complex involving coordination and cooperation with other CIC and CBSA offices both in Canada and abroad, other government departments, agencies and external non-governmental organizations.

This Branch is organized into two divisions which are operational in focus. In addition, the Director General's Office supports the Director General in such Branch-wide concerns such as budget management, human resources and program measurement.

Case Review Division

This division is managed by the Director, Case Review and has three principle areas of responsibility. This Division is responsible for the review, assessment and preparation of a variety of documents for use by the Ministers and senior management of CIC and Public Security and Emergency Preparedness (PSEP), as well as field staff.

1) the Danger to the Public/Rehabilitation Unit: This unit is responsible for the review of requests for Directions for Admissibility Hearings involving long-term permanent residents of Canada; Danger Opinions for persons who have been convicted of serious offences outside of Canada as it relates to eligibility before the Immigration and Refugee Board to hear a claim to be a Convention refugee and for persons who have been convicted of serious offences in Canada as it relates to refoulement; extradition requests; risk of return (PRRA) cases; requests for rehabilitation; Reciprocal Arrangement cases; the Transfer of Offenders Act; and the issuance of some temporary resident permits.

2) the Citizenship Unit: This unit is responsible for the analysis of certain cases to determine whether they should be referred to the RCMP for investigation and possible criminal charges under The Citizenship Act, due to fraud, or if revocation of citizenship should be recommended to the Minister. The unit liaises with CSIS on security cases, and reviews briefs provided by CSIS to determine if clients meet the citizenship requirements. The unit also reviews the cases of persons under the age of 60 for whom a citizenship judge has recommended a waiver of one of more of the citizenship requirements, and determines whether a waiver is warranted. The unit is the contact point for overseas offices when they

discover possible fraud in the citizenship process by persons applying for permanent resident cards to return to Canada. The unit works closely with Department of Justice on complex and litigious cases. The unit also processes requests for special grants of citizenship, which require a submission to the Governor in Council. They also handle requests from the Minister's offices of Citizenship and Immigration Canada (CIC) and the Canada Border Services Agency (CBSA), including house cards, Ministers' Office Field Request for Assistance (MOFRAs), briefing notes, and correspondence.

3) the Immigration Cases Unit: This unit is responsible for the assessment of high profile, contentious or sensitive cases and preparation of House cards/Question Period notes, case chronologies and MOFRAs and other documentation for use by the Ministers of Citizenship and Immigration Canada (CIC) and Public Security and Emergency Preparedness (PSEP), and senior staff in both Departments. This unit also handles some aspects of the extradition process and formulates responses to a variety of clientele on a myriad of immigration-related issues. These cases often involve liaison with CBSA. Cases related to organized crime, crimes against humanity/war crimes and security are primarily managed by CBSA.

There are also three ministerial assistants who report to the Director, Case Review and act as liaison between the Ministers' staff, CIC and CBSA and are involved in the research and analysis of complex and sensitive immigration and citizenship cases. They recommend appropriate courses of action and strategy which meet the requirements of the Ministers' offices while respecting the integrity of the various Acts and regulations.

Litigation Management Division

This Division is managed by the Director, Litigation Management Division and is responsible for the management of litigation related to both citizenship and immigration issues – both in Canada and abroad. The main role of this Division is to provide a link between the Department of Justice lawyers and CIC and CBSA operational and policy areas. It instructs Department of Justice lawyers on case-specific immigration and citizenship matters before the Courts, provides guidance to CIC and CBSA staff on the litigation process in general and on specific cases. It also ensures that the appropriate action is taken in response to Court orders. The Division also responds to requests for assistance or information from the Ministers' offices and field offices (both in Canada and abroad).

The Litigation Management Division manages the Litigation Steering Committee, a committee composed of senior managers in both Citizenship and Immigration Canada (CIC) and the Canada Border Services Agency (CBSA) who determine the departmental response to litigation of particular significance to either department.

Strategic Operations Planning Unit

The Strategic Operations Planning Unit provides support to the ADM, Operations on strategic and operational issues, contributes to the sector's planning and reporting capability, and acts as an advocate for the regions for the development of CIC policies. The unit is also responsible for managing the Situation Centre, and acts as the link between the regions and the NHQ sectors to ensure a coordinated effort in response to emergency situations, including operational readiness planning.

Medical Services Branch

Medical Services Branch's (MSB) primary activities focus on Canadian immigration medical assessment and foreign service health services. In addition, MSB advises senior managers and the Minister on medical and health issues affecting immigration and migration.

The Operations Directorate is responsible for managing the day-to-day operation of the Immigration Medical Examination and Assessment Program, ensuring timely immigration medical examination and assessment for immigrants, refugees, refugee claimants and certain classes of temporary residents who apply to enter Canada.

The Strategy, Policy and Business Effectiveness Directorate is responsible for policy development in immigration medical assessment and related areas, including medical screening and migration health.

The Centralized Services Directorate provides and ensures administration and support services for the Medical Services Branch, including human resources and financial management.

The Program Management and Controls Directorate is responsible for direct management of the Public Service Health Overseas Program (foreign service health) and the Interim Federal Health Program. In partnership with Health Canada

(HC), Foreign Affairs Canada (FAC) and Treasury Board of Canada Secretariat (TBS), the directorate plans, develops and maintains health care networks and service delivery to support the health of Canadian federal employees overseas and their dependants. The Interim Federal Health Program is designed to cover emergency and essential health care costs for refugee claimants, refugees and others immigrants living in Canada who fall under CIC responsibility for their health care costs.

The Program Management and Controls Directorate provides guidance and advice for the Immigration Medical Examination and Assessment Program, including controls for Designated Medical Practitioners (DMP) who provide immigration medical examinations for applicants to Canada. The directorate manages information on these practitioners to ensure timely, quality immigration medical examinations.

Centralized Services Delivery and Corporate Services

Finance Branch

The Finance Branch provides services, advice and information to departmental management concerning the financial management of the Department's policies and programs. The Branch is divided into four directorates: Financial Policy and Systems, Accounting Operations, Financial Planning, Analysis and Reporting, and Cost Management. The key functions carried out by the Branch include: providing financial policies and systems; providing accounting services; managing the loan portfolio; developing cost recovery/revenue generating plans; developing fee regulations; developing resource management plans for reallocating departmental funds or securing funding approval through central agencies to fund departmental programs; developing and implementing activity based costing appoaches and models; and providing financial analysis and reporting services.

Administration and Security Branch

The Administration and Security Branch provides services, advice and information to departmental management concerning key functions: Corporate Security, Accommodation, Procurement and Contracting Services and Common Services.

The Branch is organized into three Directorates: Administration, Corporate Security and Accommodation.

Administration is responsible for the material management, assets management and procurement and contracting programs of Citizenship and Immigration Canada. We also manage the envelopes for common services such as the Acquisition Card, Crown Asset Disposal/ Removal, the Fleet Management Program, Mail services, Shipping and Receiving services, Sustainable Development and Translation Services.

Corporate Security is responsible for the overall management of security including physical and personnel security, Business Continuity Planning, Emergency Preparedness and Planning, Security Training and Awareness and the Controlled Assets Program for Citizenship and Immigration Canada.

Accommodation is responsible for supporting our Department's priorities by providing a safe and productive workplace within a context of modern management and responsible partnership with other government departments. We are divided in two sections; Facilities Management and Strategic Accommodation.

Departmental Delivery Network

The Departmental Delivery Network provides integrated program management and delivery on a product line basis in Canada. It ensures that CIC's centralized points of service have access to management and program support.

The Departmental Delivery Network includes a small NHQ structure (including Support Services, Service Delivery, and Citizenship and Immigration Services), three central processing centres (Case Processing Centres (CPCs) in Vegreville, Alberta–CPC-V, Mississauga, Ontario–CPC-M, and Sydney, Nova Scotia–CPC-S), one Ottawa-based central point of service (Query Response Centre–QRC) and one call centre in Montreal.

The Support Services Division (SSD) is responsible for developing systems for information management, information technology, human resources practices, finance and administrative matters.

The Service Delivery Division (SDD) is responsible for managing CIC's call centre operation. It also develops the application kits used by clients to access the CPCs and missions outside Canada.

The Citizenship and Immigration Services Division (CIS) is the principal contact in National Headquarters for the three CPCs (Mississauga, Sydney and Vegreville). CIS provides the CPCs

with advice, guidance, assistance and operational instructions on the citizenship and immigration programs.

CPC-Vegreville (CPC-V) opened for full processing on April 1, 1994 and is responsible for providing a front-end service to all in-Canada foreign nationals applying for permanent residence and extensions to temporary resident status. (Applications processed include temporary residence applications such as extensions of visitor status, new and extended work permits, study permits and temporary resident permits; immigrant applications for permanent residence, right of permanent residence fee loan and protected person status documents.)

The Mississauga Case Processing Centre (CPC-M) has been the national processing centre for all family class sponsorships where applicants reside outside Canada since April 1994. As such, the primary responsibility for this centre is the processing of all family class sponsorship applications. In conjunction with this role, it also serves as the contact point for social services sponsorship default notification and acts as the national repository for family class sponsorship applications.

CPC-Sydney (CPC-S) has operated since 1984 and processes requests for grants, proofs and searches of Canadian Citizenship and change of address requests submitted through CIC's on-line services. CPC-S also maintains an archive of citizenship records through the Global Case Management System (GCMS), the staff administers the Citizenship Act while serving as a citizenship card production centre. A second CPC-PRC, located in Sydney, processes applications from permanent residents for permanent resident cards.

The Query Response Centre (QRC) retains on microfilm records of entry to Canada for permanent residents and temporary residents, as well as selected enforcement documents. The Centre is responsible for requests for verification of admission and supporting documents for immigration inquiries and court proceedings. It also includes verifying landing records of those who wish to become Canadian citizens and the processing of requests to amend or replace landing records. The QRC supports the CPC-PRC for the processing of the permanent resident cards.

The call centre serves as the initial point of contact for CIC clients in Canada. The call centre agents provide general and case specific information and help clients with next steps in their cases and take publication and application kit orders. The agents have no decision making authority.

Information Management and Technologies Branch

The IM/IT function plans, builds and operates the applications, information and technology infrastructure needed to support the delivery of CIC's services and programs to Canadians, and to administer and manage the Department. The branch ensures the integrity, accuracy and effective delivery of departmental information holdings, including departmental records (both paper and microfilm) and library holdings.

CIC priorities are: 1) building the new CIC; 2) improving immigrant outcomes; 3) modernizing citizenship and 4) asserting Canada's role in international migration and refugee protection.

To ensure that the efforts and resources of the IM/IT function are well aligned with CIC's new departmental priorities, we have identified priorities for the IM/IT function in 2005-2007: 1) develop a capable and agile workforce; 2) engage CIC executives in the IM/IT decisions that affect them; 3) develop more effective service delivery strategies: enhance external service delivery and optimize internal service delivery, and 4) management of government information.

The Global Case Management System (GCMS) is a five-year program to replace Citizenship and Immigration Canada business systems with an integrated case- management based set of applications and infrastructure components in support of all of the Department's client operations. The program will improve CIC's overall efficiency, and client service delivery, as well as facilitate communications and data sharing with our delivery partners. GCMS will also provide the technological foundation to support new business initiatives and capitalize on innovative technology. The first deployment (R1), Citizenship Processing is in production – the objective is to complete the implementation of GCMS.

Management Accountability Office

CIC created its Modern Management Office in August 2000 as an important step to implement the Modern Comptrollership Initiative of the Government of Canada, followed by the Management Accountability Framework.

The elements of the Management Accountability Framework are governance and strategic direction, public service values, results and

performance, policy and programs, people, citizen-focussed service, risk management, stewardship, accountability and learning, innovation and change management.

During the summer of 2005, at the time when the Treasury Board Secretariat released a document entitled the Management Improvement Agenda, along with a new policy related to internal audit, the management accountability functions at CIC were incorporated within the department's branches. Therefore, the integrated risk management is now part of the Strategic Directions and Communications Branch, while the Management Accountability Office, along with the Values and Ethics program, are under the governance of the Internal Audit and Disclosures Branch.

Strategic Directions and Communications

Communications Branch

The role of the Communications Branch is to provide services which will meet the communications needs of the minister, the deputy minister, the department and its clients. The Branch informs the public, in both official languages, about departmental policies, programs and services, alerts key audiences to major new departmental initiatives, and provides advice and guidance to the Minister and senior departmental officials on all communications aspects of programs, operations and activities. The Communications Branch is divided into three directorates: Communications Operations, Strategic Communications, and Public Environment. The key functions carried out by these directorates include publishing and distribution, internal communications, media relations, media monitoring and analysis, speechwriting for the Minister and senior departmental officials, strategic communications advice and planning, public opinion research and analysis, program related communications assistance, and departmental publications.

Communications is also responsible for the maintenance and upkeep of the departmental Internet Web Site, which gives access to a wide variety of departmental publications and provides answers to frequently asked questions.

Priorities, Planning and Research Branch

The Priorities, Planning and Research Branch is responsible for corporate strategic planning and accountability processes and for strategic research and statistics.

The Strategic Planning Division leads CIC's business lines in the development of integrated strategic planning, consistent with the broader government agenda. The Division is accountable for reporting to Parliament, including the Report on Plans and Priorities (RPP), the Departmental Performance Report (DPR) and the Annual Report to Parliament on Immigration. The Strategic Planning Division also develops performance measurement frameworks and undertakes program evaluation studies to support management decision-making and supports program branch leads on the development of Results Management Accountability Framewords (RMAFs) and Accountability, Risk and Audit Frameworks (ARAFs). Also, the Division is responsible for developing a Performance Measurement strategy and fostering its application in the department. The Division also manages the Department's regulatory process and legislative agenda, provides advice and guidance on regulatory issues and oversees the delegation and designation of authorities.

Strategic Research and Statistics provides support to policy and program development; develops and manages the departmental research plan; and is the departmental focal point for the development, conduct and contracting of research. The Division also produces key corporate statistical publications including Facts and Figures and The Monitor.

Departmental Secretariat

The Departmental Secretariat consists of Briefings and Parliamentary Affairs, Ministerial Enquiries, Public Rights Administration and Corporate Committees.

The Briefings and Parliamentary Affairs Division is responsible for managing Ministerial and Deputy Minister briefings, providing information to the Minister's office in preparation for Question Period, managing CIC's parliamentary returns, monitoring and reporting on parliamentary business and supporting the movement of CIC items through the parliamentary process.

The Ministerial Enquiries Division provides enquiries and correspondence management services to the offices of the Minister and the Deputy Minister. Its mandate is to prepare replies to written enquiries/correspondence for the Minister; reply to telephone enquiries from

Members of Parliament (MPs) and Senators; and provide reception services to the Minister's office.

The Public Rights Administration Division is responsible for the management of access to information, privacy and human rights activities.

The Corporate Committees unit establishes and manages executive-level agenda, provides committee secretariat functions and coordinates corporate management activities including committees and retreats.

Strategic Policy and Partnerships Branch

The Strategic Policy and Partnerships Branch provides strategic policy direction for the Department, including the integration of the Department's agenda with the broader government agenda and identifying opportunities for advancing policy and program priorities through domestic and international linkages and partnerships.

Strategic Policy provides strategic policy advice for the Minister, Deputy Minister and the Assistant Deputy Ministers on government-wide and Department-wide issues, leads on and coordinates long-term and ongoing corporate strategic policy and prepares briefings for the Minister on external cabinet documents.

The Intergovernmental and Stakeholder Relations component establishes frameworks and acts as the Department's focal point for federal-provincial relations; supports existing immigration agreements; establishes negotiating frameworks; manages federal provincial negotiations for immigration agreements; manages negotiations of memoranda of understanding on the exchange of information with provinces; and supports other branches in federal provincial consultation exercises.

International Policy Coordination develops the Department's international migration strategy and coordinates departmental participation in multilateral activities and fora by: managing and enhancing Canada's participation in international organizations active in migration; supporting Canada's foreign policy objectives by working with Foreign Affairs Canada (FAC), the Canadian International Development Agency (CIDA) and other government departments, as well as with researchers and non-governmental organizations, identifying and pursuing the links between international migration and other foreign policy issues, such as sustainable development, population programs, human rights, humanitarian assistance, trade, foreign investment, conflict resolution, and peace building; managing Canada's participation in technical assistance projects in the area of migration; and providing secretariat support to the Department's Steering Committee on the International Agenda.

Gender-Based Analysis Unit is responsible for the integration of gender and diversity considerations into the policy, program and legislative work of the Department; building capacity for gender and diversity analysis through the development and implementation of specialized training; coordinating the legislative requirement to report on gender issues.

Metropolis

CIC supports the Metropolis Project Secretariat which coordinates the Metropolis Project and its strategic directions. The Metropolis Project is a co-operative international initiative to stimulate multidisciplinary policy research on the effects of international migration and diversity, especially on cities. The key objective of the Metropolis Project is to give governments solid information to help them develop policies that can accommodate and manage social change arising from immigration. The project is structured as a partnership with both domestic and international components.

Nationally, CIC and the Social Sciences and Humanities Research Council of Canada support the Metropolis Project. The federal departments and agencies that are long-term partners with CIC in the project include Canada Mortgage and Housing Corporation, Canadian Heritage, Human Resources and Skills Development Canada, Statistics Canada, Status of Women Canada, Royal Canadian Mounted Police, Public Safety and Emergency Preparedness Canada and the Atlantic Canada Opportunities Agency. The Metropolis Project Secretariat coordinates federal activities through an interdepartmental committee structure. Five Metropolis Centres of Excellence – located in Montreal, Toronto, Edmonton, Vancouver and Atlantic Canada – have been created, each a partnership of major universities. Collectively the Centres involve over 20 universities and several hundred affiliated researchers and graduate students. Federal, provincial and municipal governments, non-governmental organizations (NGOs) and private sector representatives participate actively on the management and advisory structures of each of the Centres. In addition to receiving core federal

support, the Centres draw extensive support from the universities and receive additional project resources from federal departments, provinces, NGOs and the private sector.

The international Metropolis Project involves a partnership of policy makers and researchers from over 30 countries, including the United States, most of Western Europe, Israel, Argentina and the Asia-Pacific Region, and inter-governmental and non-governmental organizations such as the European Commission, UNESCO, the International Centre for Migration Policy Development, the Migration Policy Institute, the International Organization for Migration and the Migration Policy Group. The international project achieves significant leverage with its academic resources and its network. CIC's Metropolis Project Team provides strategic direction and coordination to the International Steering Committee that manages the international project.

Audit and Disclosures Branch

Audit and Disclosures Branch conducts audit and consulting engagements to provide assurances to senior management on the adequacy of: risk management strategies and practices, management control frameworks and practices, and information used for decision-making and reporting. The Branch also monitors that management action plans responding to internal audit observations are successfully implemented. In addition the Branch serves as the liaison office for the Office of the Auditor General and the Treasury Board Secretariat Centre of Excellence for Internal Audit. The Branch is also responsible for the implementation of the Internal Disclosure Policy within CIC (Internal Disclosure of Information Concerning Wrongdoing in the Workplace).

Human Resources Branch

The Human Resources Branch provides a full range of human resources services such as staffing and classification, official languages, pay and benefits, training and development, labour-management relations, workplace ethics, conflict resolution, health and safety, organizational well-being (including recognition programs) and individual/organizational performance evaluation. This branch also provides departmental services in the area of planning and environmental analysis, resourcing strategies, policies and monitoring as well as supports the implementation and development of the departmental Human Resources Management system. The Human Resources branch also defines and supports departmental strategies on learning and change management and ensures learning and career management services as well as program related training.

Other

Office of the Senior Citizenship Judge

The Citizenship Commission is an independent administrative tribunal reporting directly to the Minister. The Commission is administered by a Senior Judge who ensures that Citizenship Judges, who are appointed by Order-in-Council, discharge their statutory and administrative duties under the Citizenship Act, and acts as the link between Citizenship Judges, the Minister and the Department with regard to citizenship issues.

Citizenship Judges are required to conduct the following activities: determine, in accordance with the Citizenship Act, whether applicants meet the requirements to become citizens; perform the ceremonial functions associated with administering the Oath of citizenship; work to maintain the integrity of the citizenship process; and carry out an ambassadorial role associated with the promotion of the concept and values of Canadian citizenship in the communities where they are appointed.

Office of Conflict Resolution

The Office of Conflict Resolution (OCR) provides a range of informal processes for dealing with employee issues, concerns and conflcits. The focus is on preventing conflict in the first place, and when conflict does arise, to provide appropriate interventions, such as mediation and facilitated discussion, so that early resolution can be achieved.

The services of the Office of Conflict Resolution are available to all employees of the Department of Citizenship and Immigration at all levels, all around the world. Any matter of concern to the employee, for which an employee wishes to explore informal resolution processes, can be raised with the Office of Conflict Resolution; some cases may be re-directed if a more appropriate means of dealing with the issue is required.

The Deputy Minister assigns the responsibilities and duties of the Office of Conflict Resolution as per his/her general authority under the Public

Service Employment Act. The Office of Conflict Resolution reports directly to the Deputy Minister.

The services of the Office of Conflict Resolution are available to employees who wish to resolve problems informally as an alternative to more formal mechanisms, such as grievances, appeals and complaints. The Office of Conflict Resolution is not intended to replace other existing policies or procedures, the roles of unions, the department's Staff Relations division, the Public Service Commission, the Public Service Staff Relations Board or the Canadian Human Rights Commission. Employees are routinely made aware of the foregoing rights-based alternatives and the time limits within which they may access them, so that the employee may make an informed choice as to which process to follow.

In summary, the Office of Conflict Resolution provides a confidential service, aimed at helping employees deal with conflict early, locally, and informally.

Information Holdings

Program Records

Policy and Program Development

Admissibility Branch

Description: General correspondence relating to and in support of admissibility activities, including letters, briefing notes and ministerial correspondence; policies, quality assurance reports, statistics, directives, manuals, forms, operational memoranda on inadmissibility functions; the Immigration and Refugee Protection Act and Regulations, proposed amendments thereto, historical amendments and regulatory impact analysis statements (RIAS), and other related statutory instruments.
Note: Formerly EIC IMM 075. These records are shared with the Canada Border Services Agency (CBSA).
Topics: Legislative and regulatory policy relating to inadmissibility: misrepresentation, criminality, financial inadmissibility, non-compliance, including loss of status; international partnerships and liaisons; document policy and program integrity; visa policy; documents required by persons seeking to enter Canada; Reciprocal Arrangement with the United States; Memorandum of Understanding with the Canada Border Services Agency (CBSA); Memorandum of Understanding with Health Canada; Canada/US Accord on our shared border; policies regarding access and grounds to appeal to the Immigration Appeal Division (removal orders, family class refusals overseas, loss of permanent resident status determination); Memoranda of Understanding with the Royal Canadian Mounted Police (RCMP) and with the Canadian Security Intelligence Service (CSIS); managing CIC's relationships with the RCMP and CSIS and liaison with the IRB on admissibility and appeal issues; Memorandum of Understanding with the Canadian Police Information Centre (CPIC); Administrative Framework Agreement with the Immigration and Refugee Board (IRB); Permanent Resident Card policy; intergovernmental consultations on refugee asylum policies and migrations in Europe, North America and Australia; G8 Lyon Group Migration Experts subgroup; the negotiation of international and domestic information sharing agreements; policies and directives on quality assurance and anti-fraud; Quality Assurance System.
Program Record Number: CIC ASB 001

Integration Branch

Citizenship Division

Description: Information concerning the administration of past and present Citizenship legislation and policy, development of new Citizenship legislation and policies.
Note: Formerly CIC CCP 045
Topics: Application of citizenship legislation; claims to Canadian Citizenship; status of Canadian citizens; citizenship by naturalization; acquisition of Canadian citizenship; certificates of citizenship; residence requirements; prohibitions; violation and penalty for offence against acts or regulations; hearings; Citizenship judges; Citizenship offices; oaths and declarations; loss of citizenship and exemptions; resumption of citizenship; statelessness; dual nationality; Citizenship Act; Citizenship Regulations; authority of Governor in Council; repeal of Naturalization Act and Canadian Nationals Act; manuals and documentary evidence.
Program Record Number: CIC ASB 004

Integration Promotion Division

Description: Information concerning citizenship and settlement promotion, and community partnerships.
Note: Formerly CIC CCP 046
Topics: Educational resources which support integration of newcomers and citizenship applicants, promotional citizenship initiatives which include Citzine.ca, a youth oriented Internet site,

and Integration Net; development and distribution of resources for the integration of immigrants, preparation of the study guide for the citizenship test, provision of support to local citizenship offices and ceremonial halls, community partnerships as well as development of innovative partnerships with CIC regions, national associations and local community groups.
Program Record Number: CIC ASB 005

Settlement Division
Description: Policy, operations and correspondence on programs designed to help immigrants become fully participating, contributing Canadians.
Note: Formerly EIC IMM 130
Topics: Policy development and guidelines in all provinces and territories where CIC is still responsible for the direct delivery of the settlement programs, and new or existing settlement realignment agreements. General settlement counselling and orientation assistance; language training; co-operation with and funding for service provider organizations (SPOs); reception, and counselling services in Canada and orientation sessions abroad.
Program Record Number: CIC ASB 006

Service Line Support Division
Description: Computerized information systems for financial, personnel, administrative and operation performance, planning and accountability process, and Branch-wide cross-cutting topics related to policy development such as barriers to integration, youth initiatives and youth at risk.
Note: Formerly CIC CCP 047
Topics: Correspondence; status reports; minutes of meetings, budgets, commitments and expenditures; travel advances and claims; performance information; Branch's input to the corporate planning and accountability processes; and documentation and reports on Branch related policy topics.
Program Record Number: CIC ASB 007

Special Initiatives and Outreach Division
Description: Policy, operations and correspondence on programs designed to help immigrants become fully participating, contributing Canadians.
Topics: Policy development and guidelines in all provinces and territories where CIC is still responsible for the direct delivery of the enhanced language training initiative and new or existing provincial/territorial agreements. Co-operation with and funding of service provider organizations (SPOs), labour market integration issues including foreign credential recognition, the immigration portal initiative and orientation sessions abroad.
Program Record Number: CIC ASB 020

Refugees Branch

Refugee Determination
Description: Policies, procedures and general information on the process of making a claim for refugee status in Canada and its disposal by the competent authority.
Note: Formerly EIC IMM 151
Topics: Policies and procedures related to the documentation and control of persons claiming refugee status in Canada, the terms and conditions of their stay in Canada, including welfare, legal aid and employment, and the procedures for judicial review.
Program Record Number: CIC ASB 008

Refugees and Displaced Persons
Description: Policies, procedures and general information on the admission of refugees and displaced persons.
Note: Formerly EIC IMM 125
Topics: Policies and procedures on emergency situations in which large numbers are displaced from their homes or homeland because of war, revolution or natural disaster; descriptions and policy on promises and guarantees for sponsorship, and settlement programs by churches, organizations, institutions or individuals on behalf of refugees; background on information exchange programs between CIC and Canadian, provincial or international governments and agencies, such as the International Institute of Humanitarian Law, the United Nations High Commissioner for Refugees and the Immigration and Refugee Board of Canada.
Program Record Number: CIC ASB 009

Immigration Loans Program
Description: Immigration loans are designed to help foreign nationals to resettle to Canada as well as adjust to Canadian life and to gain access to the labour market.
Note: Formerly EIC IMM 131
Topics: Immigration loans are provided to those persons accepted as permanent residents; general settlement assistance; assistance loan, clothing, medical examinations, right of permanent residence fee, emergency assistance.
Program Record Number: CIC ASB 011

Selection Branch

Business Immigration

Description: General correspondence, Regulations, guidelines, policies and procedures relating to the administration of the immigrant investor, entrepreneur and self-employed programs. Project files for proposals submitted under the immigrant investor program, including copies of private placement offerings, monitoring records and reports, correspondence, marketing materials, etc.
Note: Formerly CIC IVR 002
Topics: Policies and procedures relating to the admission of persons under the Entrepreneur/ Investor/Self-Employed categories. Monitoring and statistical information regarding volume of persons admitted, funds invested, general use of funds, destinations of business immigrants, etc.
Program Record Number: CIC ASB 010

Immigrant, Student, Visitor and Temporary Worker Programs

Description: Information concerning regulatory requirements, policies and procedures related to the temporary admission to Canada and the acquisition of permanent residence in Canada as skilled workers or provincial nominees.
Note: Formerly CIC IVR 001. These records are shared with the Canada Border Services Agency (CBSA).
Topics: Policies and procedures, including manuals and operations memoranda for the information and direction of immigration officers and staff related to the determination of applications for temporary entry of visitors, students and live-in caregivers and other workers to Canada; applications for permanent residence; skilled workers and provincial nominees.
Program Record Number: CIC ASB 012

Family Class Immigration, International Adoption, Humanitarian Issues, and Temporary Resident Permits

Description: Information concerning regulatory requirements related to the sponsorship of members of the family class and the spouse or common-law partner in-Canada class, the adoption of children, temporary resident permit policy, the administration of the permit holders class, the granting of permanent residence in Canada based on humanitarian and compassionate grounds, and applicant representation (i.e. lawyers, consultants, non-governmental organizations, family members, etc.).
Note: Formerly CIC IVR 010
Topics: Policies and procedures, including manuals for the information and direction of officers and staff abroad and in Canada related to the assessment of applications for sponsorship of relatives and applications in Canada for permanent residence.
Program Record Number: CIC ASB 013

Immigration Statistics

Description: Annual, quarterly and monthly reports on the number of persons who become permanent residents, by class, or who are in the process of becoming permanent residents.
Note: These records may be shared with the Canada Border Services Agency (CBSA).
Topics: By immigrant class, statistics on applications received, persons in process, visas issued, number of persons landed as permanent residents, source countries and province of destination.
Program Record Number: CIC ASB 016

Non-Immigration Statistics

Description: Annual reporting on temporary resident permits (Minister's permits); statistics on the number of student and employment authorizations.
Note: These records may be shared with the Canada Border Services Agency (CBSA).
Topics: Number of temporary resident permits (Minister's permits) issued annually; number of student authorizations issued; number of employment authorizations issued to temporary foreign workers.
Program Record Number: CIC ASB 017

Business Solution Branch

General

Description: Information concerning service delivery and improvement.
Note: Formerly CIC DMO 001
Topics: Initiatives related to service improvement, inventory reduction, establishing service standards and quality assurance mechanisms, developing feedback mechanisms and client satisfaction measurement tools, Government on-Line; Centralization and Digital Imaging; and the Global Case Management System (GCMS).
Program Record Number: CIC ASB 018

Centralized Processing Pilot Project

Description: Information on matters relating to the Centralized Processing Pilot Project.
Note: Formerly CIC DMO 002

Topics: Pilot Design and evaluation, pilot procedures, reports and statistics relating to the new Global Case Management System (GCMS).
Program Record Number: CIC ASB 019

Legislative Review and Implementation (Special Project–terminated in September 2002)

Legislative Review Records
Description: Information on legislation and regulatory reform and implementation of these reforms.
Topics: General correspondence relating to Branch activities including letters, briefing notes, and memoranda to the Minister; written requests for documents and written responses to Parliamentary Committees; policies, procedures, directives, manuals, operational memoranda on the functions of CIC; the Immigration Act and Regulations and related statutory instruments; the Immigration and Refugee Protection Act (Bill C-11), related documents, including memoranda to Cabinet; results of consultations with the general public, members of the legal profession, MPs, and NGOs as well as briefs and unsolicited comments received from the same groups on proposed legislation; records on the Branch's human resources and budgetary/financial issues; Minutes of the Steering Committee Meetings.
Program Record Number: CIC ASB 015

Operations

International Region

International Service
Description: Information on matters relating to Canadian immigration services.
Note: Formerly EAC JFB 022
Topics: Policy, plans and programs; reports and statistics; treaties and agreements; organizations and conferences; Act and regulations; visits; adoption; asylum; work permits; bonds and security deposits; briefs and submissions; citizenship; complaints; cost-recovery program; data system; death certificates of immigrants; demography; education and training; enforcement; examinations; exclusion and removal; federal-provincial relations; immigration programs of foreign governments; identification and travel documents; illegal entry; immigration; international and diplomatic relations; international migration; marriage and divorce; military personnel; overseas operations–posts; temporary resident permits; recruitment and selection; convention and other refugees and designated classes; organizations including the International Organization for Migration (IOM), United Nations High Commissioner for Refugees (UNHCR) and the United Nations Relief and Works Agency (UNRWA); voluntary agencies; refugee centres and re-establishment; humanitarian assistance; religious groups and sects; settlement; special events; study permits; terrorism; transportation; accommodation; repatriation of immigrants; emigration; research projects.
Program Record Number: CIC AOB 001

Case Management Branch

Immigration Case File
Description: This file may contain some or all of the following types of information: applications for permanent resident and refugee status, assessments by immigration officers, details concerning health, past criminality, financial status, education and professional experience, removal documentation and temporary resident permit, including computer-based information (Field Operations Support System (FOSS), Computer-Assisted Immigration Processing System (CAIPS), Case Processing System (CPS), e-mail). The file may contain information on an immigrant's earlier status in Canada (e.g. employment authorization information, etc.). It may include all or part of the same information regarding any other person named in the application. It may include information on the sponsor and information from the Foreign Students Records and Case File–CIC PPU 051. It may also include the name and address of bond depositor, sum deposited, terms and conditions imposed, name of person signing bond, name of persons bonded, terms and conditions which they must meet, and acknowledgement of terms and conditions. It may also include decisions for pre-removal risk assessments, danger opinions and rehabilitation assessments. Persons seeking access to this information bank must supply their date of birth, approximate date of entry into Canada and port of entry.
Topics: Client Immigration case paper file.
Program Record Number: CIC AOB 005

Strategic Operations Planning Unit

CIC's Operational Performance Report
Description: Produced on a quarterly basis and summarizes the department's operational performance. In addition to identifying performance

measures, this report provides a focus on key operational indicators that identify and track delivery system pressure points.
Topics: Front-end intakes, active inventories, cycle times, and outputs in targeted areas are tracked. There is also a focus on admissions activities, including inland delivery, centralized processing, and overseas processing.
Program Record Number: CIC AOB 002

Medical Services Branch

Immigration Health Assessments Records
Description: Information on the assessment of prospective immigrants (including refugees) and temporary residents to Canada by direct medical examinations or assessments of medical examinations to ensure compliance with the Immigration and Refugee Protection Act and Regulations; provision of, or arrangement for, medical and hospital care for certain groups under the provisions of the Immigration and Refugee Protection Act, Canada Health Act and various Orders-in-Council; and provision of medical advice to the Department on all matters pertaining to the health of immigrants, refugees and certain classes of temporary residents in Canada.
Note: Formerly HWC MSB 235
Topics: Medical examination of immigrants and refugees; diseases in immigrants; assessed cases; Immigration medical records.
Program Record Number: CIC AOB 003

Centralized Services Delivery and Corporate Services

Finance Branch

Management Data
Description: Computerized information systems of a financial, personnel, and operational performance measurement nature.
Note: Formerly CIC FIN 060
Topics: Correspondence; status reports; minutes of meetings. Information held in EDP systems is organized under the following title: Immigration Program Accounts Receivable which provides for the accounting, control, and billing of loans granted to immigrants.
Program Record Number: CIC APB 001

Integrated Financial and Materiel System (IFMS)
Description: Computerized information system of a financial, personnel, administrative and operational performance measurement nature.
Note: Formerly CIC SYS 555
Topics: Financial position of commitments, budgets, expenditures, revenues, advances, accounts receivable, overall salary costs and non-salary items within CIC, and employee information that allows production of certain personnel reports for management and central agencies.
Program Record Number: CIC APB 002

Cost Management Model (CMM)
Description: Computerized information system of a process cost nature.
Topics: Realignment of historical departmental expenditures against business processes by office within the Department including salary, non-salary, grants and contributions and employee benefit plan costs and immigrant, non-immigrant, enforcement, citizenship and settlement volumetric.
Program Record Number: CIC APB 008

Administration and Security Branch

Security
Description: Information on policies, correspondence and protective procedures relating to implementation and administration of the Government Security Policy in the Department (except IT security and investigations).
Note: Formerly CIC FIN 055
Topics: Policies and procedures on personnel, physical, communications and administrative security, minutes of meetings; briefs, reports, plans.
Program Record Number: CIC APB 003

Contracting Computerized
Description: Information on procurement, administration and operational performance measurement.
Topics: Include the contract value, vendor information and purchasing trends, which allows the production of ADHOC reports, responses to Access to Information and Privacy (ATIP) requests and spending estimates.
Program Record Number: CIC APB 007

Information Management and Technologies Branch

Electronic Data Processing (EDP) Systems
Description: EDP systems are used to gather or update the information needed for the operational support of citizenship and immigration programs. Citizenship and immigration-related programs and services are delivered using integrated clerical, manual and EDP systems. The EDP component consists of the sub-systems listed below. All sub-systems are linked to each other, either by a full

computer connection (interface), or by common data elements that allow comparisons of information across systems. Therefore, actions in one sub-system may affect the smooth running of others.
Note: Formerly CIC IMM 110
Topics: Citizenship and Immigration, CIC, Citizenship, Immigration, Visitors, Students, Foreign Workers, Computerized System and System.
Program Record Number: CIC APB 005

Field Operations Support System (FOSS)
Description: The FOSS database is a central repository of information on all persons who have been, may be or are wanted to be seen by Immigration staff. FOSS is the main operational support system for immigration operations in Canada. The system is comprised of numerous components including query functions, status entry, document creation, refugee monitoring, case processing support, medical profiles, registry functions, client name and address, statistical functions, airport primary inspection line functions, access and security, appeals and litigation, quality assurance and records maintenance. FOSS also provides query capabilities for lost, stolen and fraudulent documents. All Immigration staff that work with the public and the staff that support these officers use FOSS. It is also used at all international airports by customs inspectors and by a number of specialized groups, such as: Case Management, Query Response Centre, Social Insurance Registry, Immigration Health, Immigration Statistics, External Affairs Protocol , Canadian consulates in various locations in the United States. There are over 18.75 million client records and over 32.5 million document reference records.
Note: Formerly CIC IMM 110
Topics: Immigration, Visitors, Students, Foreign Workers, FOSS, Computerized System and System.
Program Record Number: CIC APB 010

Computer-Assisted Immigration Processing System (CAIPS)
Description: CAIPS is the Department's automated system for immigration application processing outside Canada. Information is entered in the system from application forms and supporting documentation submitted by applicants for immigrant and visitor visas, returning resident permits and student and employment authorizations. This information is transferred electronically to FOSS to facilitate inland processing. In addition, CAIPS users have real-time access to FOSS via the CAIPS-FOSS Integration module.
Note: Formerly CIC IMM 110
Topics: Overseas, Immigration, Visitors, Students, Foreign Workers, CAIPS, Computerized System and System.
Program Record Number: CIC APB 011

Case Processing Centre System (CPC)
Description: The CPC system supports the processing of all in-Canada applications for the following: in-Canada sponsorship of family class; extension of temporary resident visas; applications for permanent resident visas; applications based on humanitarian and compassionate grounds and applications for permanent resident cards.
Note: Formerly CIC IMM 110
Topics: Inland, Immigration, Visitors, Students, Foreign Workers, Immigration Sponsorship, Vegreville, Mississauga, CPC, Computerized System and System.
Program Record Number: CIC APB 012

Citizenship Registry System (CRS)
Description: CRS supports the processing of all applications for a grant of citizenship and a proof of citizenship from within and outside Canada. CRS is a read-only system containing historical data pertaining to the above and will be decommissioned in 2005-2006.
Note: Formerly CIC IMM 110
Topics: Citizenship, Canadian Citizenship, Citizenship Certificate, Sydney, CRS, Computerized System and System.
Program Record Number: CIC APB 013

Global Case Management System (GCMS)
Description: GCMS deployment one went into production on September 7, 2004. This deployment replaces the Citizenship Registry System (CRS) by supporting the processing of all applications for a grant of citizenship and a proof of citizenship from within and outside Canada. The GCMS database contains all active case data for the Citizenship line of business. As subsequent deployments of GCMS are implemented into production, the data for other legacy systems will be added to the GCMS database. The Citizenship Registry System will be decommissioned in 2005-2006.
Topics: Citizenship, Canadian Citizenship, Citizenship Certificate, Sydney, GCMS.
Program Record Number: CIC APB 014

Client Status Query (CSQ)
Description: CSQ allows query access to the Field Operations Support System (FOSS)

database via the web. The application provides its users with a Windows-based view of FOSS. Because it's not restricted to a character-based screen size, the information in CSQ, while the same as that in FOSS, can be presented in a much more user-friendly manner. The information is easier to read as the screens are not restricted in size and therefore full descriptions can be shown to the users, rather than codes that the user must learn. All client information and document information that is stored on FOSS is viewable by the CSQ user. As well as containing FOSS data, CSQ also contains high level National Case Management System (NCMS) information allowing immigration officers access to enforcement tracking information. As well, CSQ is the only national system where the client's signature and photo for his permanent residence card can be viewed.
Note: Formerly CIC IMM 110
Topics: Permanent Resident Card, Photo, Photograph, PRC, Computerized System and FOSS.
Program Record Number: CIC APB 015

National Case Management System (NCMS)
Description: The NCM system has replaced several regional case tracking applications. NCMS provides functionality that supports critical immigration enforcement case tracking requirements from the regions and NHQ. It provides a facility aimed at satisfying management information needs. Key enforcement data is stored centrally to provide an integrated client case history for all domestic users. Its functions include case tracking, bring forward, scheduling, workload management, file registry, and reporting modules for all of CIC's major enforcement business lines (except port of entry examinations).
Note: Formerly CIC IMM 110. These records are shared with the Canada Border Services Agency (CBSA).
Topics: Enforcement, Enforcement Case Tracking, NCMS, Computerized System and System.
Program Record Number: CIC APB 016

Card Control System (CCS)
Description: The CCS brings together data and images from FOSS, CPC System and a scanning database held in Sydney, N.S. When all the data are complete and present, CCS sends these to the permanent Resident Card Production Facility in Canadian Bank Note (CBN) in order to produce the PR Card. CBN then returns card data, the disposition of the card and various statistics used in the management of the program. There are interfaces to the FOSS, the CPC system, the Sydney Scanning System, the CSQ and CBN.
Note: Formerly CIC IMM 110
Topics: Information systems generally; standard statistical coding for completing forms; information-gathering systems (employment clearance, occupation, transportation tables, native language); data systems (immigrants processed abroad and in Canada, permanent residents, monthly program reports, special information retrieval procedures, foreign nationals visiting Canada).
Program Record Number: CIC APB 017

Case Processing System (CPS)
Description: The Case Processing System (CPS) is both a tracking system and a processing system accessible only to employees of the Danger to the Public – Rehabilitation Unit, Case Review Division, Case Management Branch. All rehabilitation cases and temporary resident permit requests for criminally inadmissible immigrant applicants, direction for hearings on long-term permanent residents convicted of serious crimes, pre-removal risk assessments (PRRA) as well as all danger to the public cases are in this system. Reports are prepared for the Minister's delegate in each case using CPS. All information may be found on the Immigration case paper file.
Topics: Danger to the public, rehabilitation, temporary resident permit, pre-removal risk assessment, direction for admissibility hearing.
Program Record Number: CIC APB 018

Litigation Information Management System (LIMS)
Description: The Litigation Information Management System (LIMS) contains information concerning citizenship and immigration related to litigation, and is accessible only to employees of Litigation Management Division, Case Management Branch. The information relates to finalized and/or pending litigation cases. LIMS contains personal information concerning the applicant/respondent such as the name, country of citizenship, FOSS ID number, as well as a general description of the nature and status of the litigation. As Litigation Management's principal responsibility is to provide instruction on behalf of CIC to the Department of Justice with regard to the conduct of litigation, summaries of consultation with legal counsels and other CIC officials, strategies for defending decisions and subsequent instructions to Justice are entered into LIMS.
Topics: Conduct of litigation
Program Record Number: CIC APB 019

Technical Support
Description: Information on the architecture, development and design of hardware, software, database, centre, administration of data, Electronic Data Processing (EDP) Policy, Training, EDP Standards, and contracts.
Note: Formerly CIC SYS 560
Topics: Correspondence; tenders and contracts; security of EDP installations; computer activity reports; systems and programming standards; software master control programs and utilities for all systems, EDP policy, database studies, schedules and information, EDP standards and contracting documentation.
Program Record Number: CIC APB 006

Modern Management Office (Special Project)

Modern Management – General
Description: Carried out a baseline assessment of its capacity to implement modern management practices.
Topics: Program record consists of CIC's modern management practices assessment and an action plan called "Building Management Capacity" which was approved by the CIC Executive Committee in December 2002. A CIC Integrated Risk Management Framework was developed and also approved by the CIC Executive Committee in December 2002. The Framework is intended to serve as a guide for managing risks in the context of our various work environments. It provides a simple and useful mechanism to help formulate decisions, prevent problems and reduce losses. In the area of values and ethics, a manager's kit: Dialogue and Ethical Decision Making was developed and published in September 2003.
Program Record Number: CIC APB 009

Strategic Directions and Communications

Communications Branch

Communications Operations
Description: Activity reports; communications plans; departmental newsletters, messages for the deputy minister and for senior managers; work plans; internal communications strategies; distribution records; mailing lists for distribution plans; news releases and publications; printing components for all published material, departmental publications; the departmental Internet Web Site, printing and personal service contracts.
Note: Formerly CIC SPP 618
Topics: Organizational structure; special events; strategic initiatives and programs; departmental and government-wide initiatives; the directorate's human resources and budgetary/financial issues; general correspondence; public enquiries; creative graphics; distribution of departmental products; management of the departmental Internet Web Site.
Program Record Number: CIC ACB 001

Public Environment
Description: Surveys and polls on public attitudes towards CIC policies, programs and services; survey data and related analyses as well as media analyses of both main stream and ethnic media used for the development of communications strategies; and in preparation of Ministerial trips; documents describing the status of ongoing projects; clippings and summaries of the day's news related to CIC.
Note: Formerly CIC SPP 622
Topics: Policy and program related issues; special events; events of interest to media; public opinion; status of ongoing projects; directorate's human resources and financial budgetary issues.
Program Record Number: CIC ACB 002

Strategic Communications
Description: External communications strategies and products; ministerial speeches and speaking notes; briefing notes; questions and anwers and talking points; media lines; media advisories: Minister's messages; Communications planning; calendar of departmental events; communications plans; action plans; scenarios; press releases; media advisories; talking points; speech writing; activity reports; internal and external correspondence; memoranda to the Minister; personal service contracts; media relations and documents for training of spokespersons; coordination of access to information requests.
Note: Formerly CIC SPP 623
Topics: Departmental policy and Activity reports; internal memoranda; memoranda to the Minister and Deputy Minister; program initiatives; public education and outreach; Citizenship and Immigration Canada procedures; directorate's human resources and financial/budgetary issues.
Program Record Number: CIC ACB 003

Priorities, Planning and Research Branch

Strategic Planning

Description: Information on the planning, accountability, regulatory processes, and evaluation reports on the immigration and citizenship programs.
Note: Formerly CIC SPP 665
Topics: Records on departmental planning and accountability such as the Program Activity Architecture (PAA), the Planning, Reporting and Accountability Structure (PRAS), the Departmental Performance Report (DPR), the Report on Plans and Priorities (RPP), the Annual Report to Parliament on Immigration, Guide to the Regulatory Development Process, and program and project evaluations and Results-based Management and Accountability Frameworks (RMAFs).
Program Record Number: CIC ACB 009

Strategic Research and Statistics

Description: Strategic Research and Statistics conducts research and provides information and advice to support policy and program development in the areas of immigration and citizenship.
Note: Formerly CIC SPP 619
Topics: Research reports, surveys, studies, working papers, statistical tables, data and other information related to international migration, immigration control and security concerns, the impacts of immigration on Canadian society and culture, integration of immigrants in Canada, the impacts of immigration on the Canadian economy, labour force, labour market and population, as well as on the adjustment and integration of immigrants in Canada. Correspondence, specifications, contracts and other files related to the administration and the production of research.
Program Record Number: CIC ACB 010

Departmental Secretariat

Briefing and Parliamentary Affairs

Description: Briefing notes/books; Question Period cards and transcripts; memoranda to the Minister; parliamentary returns, written questions, petitions, motions, Senate questions, late-shows and opposition day documents, requests for documents and written responses for parliamentary committees; guidelines for drafting briefing notes and memoranda to the Minister.
Note: Formerly CIC SEC 046
Topics: Anticipated questions in the House of Commons and recommended responses, transcripts of Question Period proceedings, parliamentary correspondence and replies, House motions, petitions, document requests and replies and monitoring of parliamentary committee activity; requests for briefings and replies; information on upcoming events involving the CIC Minister, Deputy Ministers and officials.
Program Record Number: CIC ACB 011

Ministerial Enquiries Division

Description: Guidelines on the handling of ministerial correspondence; statistical reports related to the tracking and control of ministerial correspondence and telephone enquiries.
Note: Formerly CIC SEC 031
Topics: Processing and routing of Minister's and Deputy Minister's correspondence; formatting and presentation of correspondence; volume of correspondence, production and average turn-around times.
Program Record Number: CIC ACB 012

Access to Information and Privacy

Description: Policy and guidelines on access and privacy; annual reports to the Treasury Board of Canada Secretariat; statistical and other non-personal information provided by requesters in their access requests.
Note: Formerly CIC SEC 040
Topics: Policies and procedures for each component of the legislation; background on legal interpretations of access rights; statistical data on requests and complaints; documents concerning jurisprudence and records of policy decisions made by the Information and Privacy Commissioners; appeals and decisions; CIC policies, procedures and measures encouraging access generally; administrative costs of public rights management.
Program Record Number: CIC ACB 013

Human Rights

Description: Information on policies, guidelines, complaints and other human rights matters.
Note: Formerly CIC SEC 045
Topics: Policies and procedures relating to implementation of legislation; reports on the human rights field; background information relating to complaint activities.
Program Record Number: CIC ACB 014

Corporate Committees

Description: Agendas, briefing material and records of decisions for departmental committees.
Topics: Departmental management committee information such as agendas, briefing material and records of decisions.
Program Record Number: CIC ACB 017

Strategic Policy and Partnerships Branch

Cabinet Documents

Description: Cabinet documents; briefing notes and Cabinet business lists and agendas.
Note: Formerly CIC SPP 630
Topics: Analysis of Cabinet documents and advice to the Minister, information on CIC's Cabinet activities, weekly timetables of meetings of Cabinet Committees, Cabinet Committee agendas.
Program Record Number: CIC ACB 006

General

Description: Policy documents, briefing notes and correspondence.
Note: Formerly EIC IMM 065
Topics: Immigration and citizenship, including suggestions and proposals for amending policies; the Sustainable Development Strategy and Part VII of the Official Languages Act; material related to federal-provincial relations regarding immigration policies and procedures, such as reciprocal agreements, exchange of information, consultation papers or amendments to policies and procedures; internal briefing material; and gender-based analysis.
Program Record Number: CIC ACB 008

International Migration

Description: Correspondence and information on departmental and government-wide involvement in international fora related to global migration such as international organization for migration, regional conference on migration (Puebla Group)
Topics: Co-operation and liaison, reports and statistics, general information and reports on international organizations and conferences.
Program Record Number: CIC ACB 015

Metropolis

General

Description: External correspondence on general Metropolis activities; internal memoranda; mailing lists; Metropolis publications, including Dispatches from Metropolis International, the Metropolis Newsletter and Metropolis World Bulletin; Metropolis Network of Websites; printing and personal service contracts.
Topics: Project evaluation and renewal; Metropolis International Conferences; Metropolis National Conferences; special events, including Metropolis Conversations, Metropolis Presents and seminars; Metropolis research; and Special Projects.
Program Record Number: CIC ACB 016

Office of the Senior Citizenship Judge

Citizenship Judge Selection Process

Description: Information on candidates for the position of Citizenship judge; policies and procedures regarding the citizenship judge selection process, selection criteria, candidate profiles, letters of recommendation, Orders-in-Council appointments and reappointments, etc.
Topics: Candidate application forms, news releases, web site information,
Program Record Number: CIC ASB 021

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Automated Document, Records and Information Management Systems

Budgets

Buildings

Buildings and Properties

Business Continuity Plans (BCP)

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Equipment and Supplies

Executive Correspondence Management Systems

Finance

Furniture and Furnishings

Hospitality

Human Resources

Information Technology Services

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Physical Security

Proactive Disclosure

Procurement
Relocation
Salaries and Wages
Staff Relations
Training and Development
Travel
Utilities
Vehicles

Particular Personal Information Banks

Policy and Program Development

Integration Branch

Immigration Settlement and Adaptation Program (ISAP)
Description: This bank may contain names, addresses and other information pertaining to individual members or representatives of Service Provider Organizations (SPOs) as well as their clients. Access to this bank may be gained by providing the name and address of the organization.
Note: Formerly EIC PPU 250
Class of Individuals: Members or representatives of service provider organizations that provide immigrant settlement and adaptation services for Citizenship and Immigration Canada on a contribution agreement basis and participating members of these organizations.
Purpose: The purpose of this bank is to provide a list of the contracted service provider organizations that CIC provides funding to. The information may be used in decisions regarding the terms of such agreements, their renewal and the evaluation of services provided to the newly arrived immigrants on a complimentary basis.
Consistent Uses: Information may be used for internal audit purposes. It may be provided to private sector research firms for the purposes of planning, statistics, research and evaluation.
Retention and Disposal Standards: The retention period for ISAP files is six fiscal years after the end of the last contribution agreement. The retention and disposal standards are currently under review.
RDA Number: 90/002
Related PR#: CIC ASB 006
TBS Registration: 005011
Bank Number: CIC PPU 003

Language Instruction for Newcomers to Canada (LINC) Program
Description: This bank contains names, addresses and other information pertaining to individual members or representatives of Service Provider Organizations (SPOs) as well as their clients. This bank may also contain the following information on clients: full name, date of birth, country of origin, mother tongue and other spoken and written languages, an ID number (IMM1000, Ministerial Permit or FOSS number), occupation before coming to Canada, current occupation, available days and day periods for class attendance, and access to child minding uring class hours. Access to this bank may be gained by providing the name and address of the organization.
Note: Formerly CIC PPU 500
Class of Individuals: Members or representatives of service provider organizations that provide language training for Citizenship and Immigration Canada on a contribution agreement basis, participating members of these organizations and newcomers who are eligible for language training.
Purpose: This data bank helps CIC to draw a profile of LINC clientele, to assess their training needs in one of Canada's official languages and needs for child minding during class hours. Data also serves in managing programs and services, ensuring accountability and efficient allocation of LINC contributions.
Consistent Uses: Information in this bank may be used by CIC for purposes of planning, auditing, monitoring and evaluating programs and services for research purposes and for the collection of statistics. Information in this data bank may be shared with such partners as the Canada Revenue Agency (CRA), provincial and municipal governments and funded SPOs to whom the information relates.
Retention and Disposal Standards: The retention period for LINC files is six fiscal years after the end of the last contribution agreement. The retention and disposal standards are currently under review.
RDA Number: 90/002
Related PR#: CIC ASB 006
TBS Registration: 005217
Bank Number: CIC PPU 004

Host Program
Description: This bank may contain names and other information pertaining to individual members or representatives of organizations involved in the Host Program. Access to this bank may be

gained by providing the name and address of the particular organization.
Note: Formerly EIC PPU 226
Class of Individuals: Members of service provider organizations who provide assistance to newly arrived immigrants for Citizenship and Immigration Canada on a contribution agreement basis and participating members of these organizations.
Purpose: The purpose of this bank is to provide a list of the Host Program organizations. The information may be used in decisions regarding the effectiveness of the Program.
Consistent Uses: The information may be used for internal audit purposes. It may be provided to private sector research firms for the purposes of planning, statistics, research and evaluation.
Retention and Disposal Standards: Information on members or representatives of Host Program organizations is kept for six fiscal years after termination of the contribution agreement. The retention and disposal standards are currently under review.
RDA Number: 90/002
Related PR#: CIC ASB 006
TBS Registration: 001973
Bank Number: CIC PPU 005

Immigration – Contribution Accountability Measurement System
Description: This bank may contain the following information: full name, date of birth, country of origin, gender, location in Canada, month of arrival in Canada, mother tongue, immigrant category and CIC identification numbers. The bank may also contain aggregate or per client service data, such as type and hours of services received, relating to four CIC contribution programs. These programs include: 1) Immigrant Settlement and Adaptation Program (ISAP) – funds are provided to deliver direct and essential services to newcomers to Canada and include such services as reception and orientation, translation and interpretation, referral to community resources, para-professional counselling, general information and employment-related services; 2) Host Program–funds are provided to recruit, train, match and monitor volunteers (individuals and groups) who help newcomers to adapt, settle and integrate into Canadian life; 3) Language Instruction for Newcomers to Canada (LINC)–funds basic instruction in one of Canada's official languages to meet adult newcomers' integration needs; and 4) Resettlement Assistance Program (RAP)–provides income support for up to 12 months (24 months for special needs cases) after arrival in Canada or until the newcomer becomes self-sufficient, whichever comes first and immediate essential services such as port of entry reception, temporary accommodation, assistance with locating permanent accommodation, financial orientation, basic orientation and assessment and referral to broader-based services, to government-assisted refugees. Persons seeking access to this bank must supply their full name as appearing on their most recent immigration document, date of birth and an immigration ID number (IMM1000, FOSS/Permanent Resident Card, Temporary Resident Permit).
Class of Individuals: All clients eligible for services under ISAP, LINC, Host or RAP, including all landed immigrants, individuals approved for landing in principle, individuals working under the live-in caregiver program and government-assisted refugees.
Purpose: Information in this bank will be used by CIC for the purposes of program monitoring and evaluation, activity monitoring, policy analysis and research.
Consistent Uses: Data which service provider organizations (that receive funding under ISAP, Host, LINC and RAP) have submitted to the bank themselves and aggregate FOSS/GCMS client characteristic information pertaining to their own clients will be shared with them on an individual basis. Data from the bank may also be shared with private sector research firms and Statistics Canada.
Retention and Disposal Standards: The retention period will be 21 years. The retention and disposal standards are currently under review.
RDA Number: 90/002
Related PR#: CIC ASB 006 and CIC ASB 009
TBS Registration: 005249
Bank Number: CIC PPU 062

Refugees Branch

Immigration Loans Programs
Description: This bank may contain the following information: name, birth date, visa number, loan warrant number, undertaking to repay assistance number, address, telephone numbers at home and at work, social insurance number, occupation, name and address of employer, marital status, date and port of arrival, name of spouse and number of dependants, status and amount of outstanding loan and credit reports of the individual's financial status, payee and purpose. The social insurance number is used to set-off against taxation. Access to this bank may be

gained by providing name and date of birth or loan warrant number.
Note: Formerly EIC PPU 305
Class of Individuals: Only individuals who have received transportation, admissibility or assistance loans are identified. They are: foreign nationals admitted to Canada as permanent residents, who do not have disposable assets for themselves or their families to pay the cost of their transportation to Canada and/or from their port of arrival to their final destination in Canada; or to pay the Right of Permanent Residence fee; members of the convention refugees abroad and humanitarian-protected persons abroad classes to establish their admissibility to Canada (medical costs overseas); as well as those newcomers in need of financial assistance for basic needs of life.
Purpose: This bank serves as a record of the amount of loans issued and repaid and is used for the administration of the programs.
Consistent Uses: The information is used by CIC for management information purposes and for purposes of research, planning, internal audit, evaluation and statistics and may also be provided to private sector research firms for these purposes. The information is shared with Foreign Affairs Canada (Passport).
Retention and Disposal Standards: The information is kept for six fiscal years after the loan has been repaid. Disposal standards are currently under review.
RDA Number: 90/002
Related PR#: CIC ASB 006, CIC ASB 011
TBS Registration: 001986
Bank Number: CIC PPU 007

Refugee Tracking System (RTS)
Description: For Government-assisted refugees, privately-sponsored refugees and joint assistance refugees. This bank contains some or all of the following information: sponsorship type, immigrant category, visa office, special program, file number, Canada Immigration Centre (CIC) file numbers, their responsibility centre code, refugee and sponsor FOSS Client IDs, date document signed, processing status, surname, given name, country of last permanent residence, date of birth, sex, family relationship, landing and temporary resident permit numbers, destination matching request (DMR) numbers, notice of arrival (NAT) numbers, arrival date, province (destination province by CIC code), Canada Immigration Centre RC code (destination), default sponsorship, sponsorship agreement holder name (SAH), contact surname (SAH), contact given name (SAH), contact address (SAH), city, province, telephone number, postal code; constituent group sponsor name, contact surname (constituent group), contact given name (constituent group), contact address (constituent group), city, province, telephone number, postal code; group of five sponsor name, contact surname/given name, address, city, province, telephone number and postal code.
Note: Formerly EIC PPU 320
Class of Individuals: Government and privately-sponsored refugees, including special needs cases. National organizations that have signed a sponsorship agreement with the Minister of Citizenship and Immigration Canada and their constituent groups may sponsor Convention refugees abroad and members of the humanitarian – protected persons abroad classes and special needs cases. Group of five or more individuals may sponsor Convention refugees abroad and members of the humanitarian – protected persons abroad. Community sponsors may sponsor Convention refugees abroad and members of humanitarian – protected persons abroad classes.
Purpose: To provide an accounting tool for Refugees Branch to manage government assisted and private sponsorship levels; for monitoring the data integrity of Citizenship and Immigration Canada's national information management system, and the provision of processing information to our clients. To maintain a record of the applications by sponsorship agreement holders and their constituent groups, groups of five or more individuals and community sponsors.
Consistent Uses: The principal user group is the Resettlement Division in Refugees Branch, Citizenship and Immigration Canada. Information is then distributed to Citizenship and Immigration Canada points of service delivery, sponsorship agreement holders and other stakeholders.
Retention and Disposal Standards: Annual reports are produced in paper format and are kept for six years. Disposal standards are currently under review.
RDA Number: 88/012
Related PR#: CIC ASB 008
TBS Registration: 002360
Bank Number: CIC PPU 008

Refugee Claim in Canada Case File
Description: This bank may include the following types of information: name, date of birth, country of birth, sex, marital status, citizenship, date and place of arrival in Canada, address in Canada, telephone number as well as personal background information including but not limited to education

and employment history, the length of residency in other country(ies), and reason(s) for coming to Canada. Similar information will be collected for each dependent family member. Persons seeking access to this bank must supply their name, date of birth and place of birth.

Class of Individuals: Individuals who arrive at any Canadian border or local Citizenship and Immigration Office in Canada who, in accordance with the Immigration and Refugee Protection Act, claim for refugee protection and request to remain in Canada for an indefinite period of time. This class also includes individuals who apply to Citizenship and Immigration for a pre-removal risk assessment.

Purpose: To record information that will facilitate the assessment of the individual's admissibility to Canada and the determination of the eligibility of his/her claim in order to refer the claim to the Immigration and Refugee Board (IRB). Also, to assist the individual's refugee claim to be determined by the Refugee Protection Division of the IRB. It is also to record information that will facilitate the assessment of Pre-Removal Risk Assessment applications. This information will also be used to assess the individual's application for permanent residence in Canada. The information is used in the administration and enforcement of immigration legislation.

Consistent Uses: The information may be disclosed to the Canadian Security Intelligence Service (CSIS), the Royal Canadian Mounted Police (RCMP), the Immigration and Refugee Board (IRB), and the Canada Border Services Agency (CBSA) for the purpose of conducting security reviews or investigations related to immigration legislation. Use of information also includes the sharing of information with Public Safety and Emergency Preparedness Canada, CSIS, Foreign Affairs Canada (FAC), the Department of Justice and the RCMP where these uses are pursuant to the law. Information may also be disclosed to various foreign governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration legislation where such sharing of information may not put the individual and/or his/her family at risk. Information may be disclosed to medical practitioners for the purpose of providing medical services to newly arrived refugee claimants. Some information may also be disclosed to transportation companies within the terms of their responsibilities under immigration legislation. This information may also be disclosed to provincial authorities for assessment under the terms of an agreement or arrangement. Other uses of information may include the sharing of information with Human Resources and Skills Development Canada (HRSDC), Social Development Canada (SD), Foreign Affairs Canada (FAC), Health Canada, as well as with provincial or municipal government departments under the terms of an agreement responsible for assisting immigration settlement for the purpose of administering their programs (e.g. social welfare, education, and human resource planning) and for research purposes. Information may also be shared with Statistics Canada and FAC for statistical and planning purposes. It may also be shared with foreign governments such as the U.S. under the terms of an agreement or arrangement in order to conduct a lawful investigation or administer or enforce any law. It may be provided to private sector research firms, under contract with Citizenship and Immigration Canada, for the purposes of planning, statistics, research and evaluation. Information is obtained from FAC, Health Canada, IRB, CSIS, the RCMP and some provincial government departments to administer or enforce the immigration legislation and to administer and conduct the appeals process under the Immigration and Refugee Protection Act.

Retention and Disposal Standards: Information is kept for ten years after the issuance of the permanent resident document (record of landing) or two years from its last administrative use, whichever is later. Disposal standards are currently under review.

RDA Number: 88/012
Related PR#: CIC ASB 008
TBS Registration: 005188
Bank Number: CIC PPU 009

Resettlement Assistance Program (RAP)

Description: This bank contains the following types of information: name, date and place of birth, mother tongue, authorization number (visa, transportation or admissibility number), address, social insurance number, occupation, marital status, financial situation, date and port of arrival, name of spouse and number of dependants, date and amount of cheque, payee and purpose. Access to this bank may be gained by providing place of birth, date of birth and place and date of admission to Canada.

Class of Individuals: Government-assisted refugees and joint assisted refugees who require financial assistance and a range of immediate essential services after arrival in Canada.

Purpose: The bank serves as a record of assistance granted to government-assisted refugees in need. The information is used in the administration of financial assistance loans and contributions.
Consistent Uses: Information in this bank may be used by Citizenship and Immigration Canada for purposes of research, planning, evaluation, statistics, internal audit and control, and may be provided to private sector research firms for this purpose and for management information system purposes. It may also be shared with Statistics Canada for census purposes. This information may be shared with provincial welfare agencies for the purpose of determining entitlement to provincial programs. It may also be disclosed to provincial authorities for assessment under the terms of an agreement or arrangement in order to conduct a lawful investigation or administer or enforce any law. The social insurance number (SIN) is collected because some benefits are taxable and T-5 forms are issued each year for taxation purposes. This information is shared with the Canada Revenue Agency (CRA) and collection agencies.
Retention and Disposal Standards: Information is kept for six fiscal years after the last administrative action. Disposal standards are currently under review.
RDA Number: 90/002
Related PR#: CIC ASB 006
TBS Registration: 005309
Bank Number: CIC PPU 065

Protected Persons Status Documents
Description: The bank may contain information such as name, date and place of birth, sex, height, eye colour, marital status, country of last permanent residence, country of citizenship, address in Canada, date determined to be a protected person, date applied for permanent residence in Canada, whether the person is a permanent resident or Canadian citizen, and whether the person is physically present in Canada. Similar information may be collected for each dependent family member. Persons seeking access to this bank must supply their date of birth and the approximate date on which they were determined to be a protected person.
Class of Individuals: Protected persons, as defined under the Immigration and Refugee Protection Act, who are physically present in Canada.
Purpose: To record information pertaining to protected persons in Canada and to issue them a document indicating their status.
Consistent Uses: The information may be disclosed to the Canadian Security Intelligence Service (CSIS), the Royal Canadian Mounted Police (RCMP), the Immigration and Refugee Board of Canada (IRB), and the Canada Border Services Agency (CBSA) for the purpose of investigations related to the citizenship and immigration legislation. Use of information also includes the sharing of information with Public Safety and Emergency Preparedness Canada, CSIS, Foreign Affairs Canada (FAC), the Department of Justice and the RCMP where these uses are pursuant to the law. Information may also be disclosed to various foreign governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of the citizenship and immigration legislation where such sharing of information may not put the individual and/or his/her family at risk. Some information may be disclosed to transportation companies within the terms of their responsibilities under the citizenship and immigration legislation. This information may also be disclosed to provincial authorities for assessment under the terms of an agreement or arrangement. Other uses of information may include the sharing of information with Human Resources and Skills Development Canada (HRSDC), Social Development Canada (SD), Foreign Affairs Canada (FAC), Health Canada, as well as with provincial or municipal government departments under the terms of an agreement responsible for assisting immigration settlement, for the purpose of administering their programs (e.g. social welfare, education, and human resource planning) and for research purposes. Information may also be shared with Statistics Canada and FAC for statistical and planning purposes. It may also be shared with foreign governments under the terms of an agreement or arrangement in order to conduct a lawful investigation or administer or enforce any law. It may be provided to private sector research firms, under contract with Citizenship and Immigration Canada, for the purposes of planning, statistics, research and evaluation. Information obtained from FAC, Health Canada, IRB, CSIS, the RCMP and some provincial government departments may be compared for the purpose of administering or enforcing the immigration legislation and to administer and conduct the appeals process under the Immigration and Refugee Protection Act.
Retention and Disposal Standards: Paper records are maintained for two years after the last

administrative action at CPC Vegreville. Electronic records of files processed at CPC Vegreville and identified as records that are non computer-based (NCB) documents are kept five years after the last administrative action. Disposal standards are currently under review.
RDA Number: 88/012
Related PR#: CIC ASB 008
TBS Registration: 005310
Bank Number: CIC PPU 066

Selection Branch

Entrepreneur Monitoring Information System (EMIS)

Description: This bank contains application and permanent residence information for every entrepreneur that immigrates to Canada with conditions. Some of the information in EMIS is downloaded from the Computer Assisted Immigration Processing System (CAIPS) and the Field Operations Support System (FOSS) databases. Monitoring and business information is manually entered into EMIS by immigration staff in Citizenship and Immigration Centres and in Headquarters.
Note: Formerly EIC PPU 296
Class of Individuals: The bank contains information on immigrants who have been issued a conditional permanent resident document under the entrepreneur class.
Purpose: The bank records the entrepreneur's compliance with his/her conditions of permanent residence.
Consistent Uses: The information may be disclosed to the Canadian Security Intelligence Service (CSIS) and the Royal Canadian Mounted Police (RCMP) for the purpose of conducting security reviews or investigations related to citizenship and immigration legislation. Uses also include the sharing of information with Public Safety and Emergency Preparedness Canada, the Attorneys General of the provinces, CSIS, the Department of Justice, and the RCMP where these uses are pursuant to the law. Information is also shared with the provinces for the purpose of assisting in business counselling. Some information may be disclosed to provincial authorities for assessment under the terms of an agreement or an arrangement. Information may also be disclosed to foreign governments, various law enforcement bodies and detaining authorities with respect to the administration and enforcement of the citizenship and immigration legislation.
Retention and Disposal Standards: Under review. The Entrepreneur Monitoring Information System (EMIS) currently contains records of entrepreneurs who became permanent residents from January 1, 1994 to date.
RDA Number: Under review.
Related PR#: CIC ASB 010, CIC APB 010, CIC APB 011
TBS Registration: 005216
Bank Number: CIC PPU 010

Investment Monitoring and Information System (IMIS)

Description: This bank contains information on proposals submitted under the immigrant investor program. Information related to the amount of money invested, the number of jobs created, and the number of investors, along with their names and birth dates is maintained. The database contains information on private and provincial government funds approved between inception of the program in 1988 and introduction of the revised Immigrant Investor Program on April 1, 1999. Persons seeking to access this bank must provide the full name of the approved business or fund; or, the full name and date of birth of the investor.
Note: Formerly EIC PPU 297
Class of Individuals: This bank contains information regarding persons seeking admission to Canada and who satisfy the criteria of an investor as detailed in the Immigration and Refugee Protection Act.
Purpose: To ensure compliance of offering memoranda with regulations and guidelines of the Immigrant Investor Program, and to ensure that the immigrant investor has satisfied the program guidelines before visa issuance.
Consistent Uses: The information may be disclosed to the Canadian Security Intelligence Service (CSIS) and the Royal Canadian Mounted Police (RCMP) for the purpose of conducting security reviews or investigations related to immigration legislation. Uses also include the sharing of information with the Public Safety and Emergency Preparedness Canada, the Attorneys-General of the provinces, CSIS, the Department of Justice, and the RCMP where these uses are pursuant to the law. Information is also shared with provincial governments for the purposes of monitoring, as the program is jointly administered by provincial and federal governments. Some information may be disclosed to provincial authorities for assessment under the terms of an agreement or an arrangement. Information may also be disclosed to foreign governments,

various law enforcement bodies and detaining authorities with respect to the administration and enforcement of citizenship and immigration legislation.
Retention and Disposal Standards: Under review.
RDA Number: Under review.
Related PR#: CIC ASB 010
TBS Registration: 003335
Bank Number: CIC PPU 011

Sponsors of Foreign Nationals
Description: Data on the sponsor include name, date of birth, country of birth, sex, previous and current marital status, citizenship, status in Canada, address, telephone and fax numbers, labour force status, occupation, identification number, annual revenue, and may include information related to the eligibility assessment for sponsorship. It may contain all or some of the above information on any other individual who may co-sign the sponsorship undertaking. Data on the foreign national being sponsored include name, relationship to sponsor, date, place, and country of birth, marital status, address, identification number and unique medical identifier. It may contain all or some of the same information regarding any family members of the immigrant who are included in the application. A copy of the information may form part of the Immigrant Case File–CIC PPU 042. Individuals may gain access to the bank by providing their complete name, date and place of birth. The information may be held at the Mississauga or Vegreville Case Processing Centre, inland Citizenship and Immigration Centres, a Canadian mission abroad, or all of these places.
Note: Formerly EIC PPU 240
Class of Individuals: Canadian citizens or permanent residents who apply to sponsor the admission to Canada of members of the family class or the spouse or common-law partner in Canada class.
Purpose: To record information pertaining to a Canadian citizen's or a permanent resident's application to sponsor foreign nationals coming to Canada. Information is used in the administration and enforcement of immigration legislation, including sponsorship default.
Consistent Uses: The information is used internally for purposes of research, planning, evaluation and statistics. It may be used in investigations by the Canadian Security Intelligence Service (CSIS), the Royal Canadian Mounted Police (RCMP), or other law enforcement bodies where these uses are pursuant to the law. Other uses may include sharing the information with Foreign Affairs Canada and International Trade Canada, or sharing information with provincial and municipal departments under the terms of a formal agreement in order to conduct a lawful investigation, to administer or enforce any law, or for the purpose of administering their programs. It may be used for internal audit purposes. It may be provided to private sector research firms for planning, statistics, research and evaluation. The information on the immigrant may also be shared with foreign governments such as the United States citizenship and immigration service pursuant to an agreement or an arrangement in order to conduct lawful investigations or administer or enforce any law. The information in this bank may be matched with that in IRB PPU 105-Immigration Appeal Board Records and IRB PPU 110–Immigration Appeal Division Records to administer and conduct the appeals process under the Immigration and Refugee Protection Act.
Retention and Disposal Standards: Paper and/or imaged records are held for two years after a sponsorship application is refused. For approved cases, paper records are imaged and are held for seven years after the end-date of the sponsorship undertaking. The retention and disposal standards for electronic records are currently under review with the Library and Archives Canada.
RDA Number: 88/012
Related PR#: CIC ASB 013
TBS Registration: 001976
Bank Number: CIC PPU 013

Legislative Review and Implementation

Public Consultations Logs
Description: Logs of public and stakeholder comments, submissions, briefings related to public consultations on legislative review.
Note: Special Project ceased its operations in September 2002.
Class of Individuals: The general public, non-government organizations, members of the legal profession, members of Parliament, provincial governments.
Purpose: The information may be used to develop and refine legislative proposals, regulations and operational procedures for the immigration and refugee programs.
Consistent Uses: Information may be used to establish the key directions of and principles for legislative reform.

Retention and Disposal Standards: Five years. Disposal standards are currently under review.
RDA Number: 90/002
Related PR#: CIC ASB 015
TBS Registration: 005189
Bank Number: CIC PPU 014

Operations

Quebec Region

Client Service Management System (CSMS)
Description: This MS Access file contains information (family name, first name and reason for request) on clients who have made a request to Client Services in the Quebec Region. Requests received are entered in the system in order to produce various reports for consultation and verification purposes, to improve the productivity of the staff concerned and to minimize errors. This system makes it possible to have immediate access to reliable information, and to make use of this accumulated data as needed. Individuals who wish to consult this information must provide their family name and first name.
Class of Individuals: Individuals who have filed a request with the Quebec Region's Client Services.
Purpose: The main function of the system is to provide follow-up to the requests received by Client Services in the Quebec Region. This system has been designed to preserve the anonymity of the clients who file a complaint. Consequently, the family name and first name fields are not mandatory.
Consistent Uses: None.
Retention and Disposal Standards: The data in this file is retained for a period of two years and then destroyed.
RDA Number: 90/002
Related PR#: CIC ASB 018
TBS Registration: 005195
Bank Number: CIC PPU 021

British Columbia and Yukon Region

Admissions Management Information System (AMIS)
Description: This is a file record system that tracks immigrant, temporary resident permit and refugee applications in process at the CIC Vancouver Admissions Office. This database includes name, date of birth, client identification number, security checks and status of applications.
Class of Individuals: Individuals applying for immigration, temporary resident permit through the Vancouver Admissions office.
Purpose: To allow the local office to accurately keep track of workload inventories in support of planning and resource allocations.
Consistent Uses: Information is used for internal (local) purposes and by local personnel only, to assist with operations management.
Retention and Disposal Standards: Paper records and computer data are kept for two years after the last administrative action. Disposal standards are currently under review.
RDA Number: 90/002
Related PR#: CIC ASB 012
TBS Registration: 005201
Bank Number: CIC PPU 033

Entrepreneur Immigration Database
Description: The bank contains information on entrepreneurs who have landed in the British Columbia and Yukon Territory Region with terms and conditions. Data on the entrepreneur includes: name, date landed, IMM1000 number, address, business name, business address, business phone number, business type, consultant name, site visit date, interview date, date file concluded, disposition of file, number of reports, date referred to hearing, hearing date, decision at hearing, stay decision and date.
Class of Individuals: The bank contains information on immigrants who have been issued a conditional visa under the entrepreneur category.
Purpose: The bank is used to manage local files and manage staff decision-making on entrepreneur's compliance with his/her terms and conditions.
Consistent Uses: Data is for internal (local) use for the management of files and staff who monitor entrepreneur immigrants.
Retention and Disposal Standards: Automated information is kept for 15 years, then destroyed.
RDA Number: 90/002
Related PR#: CIC ASB 010
TBS Registration: 005203
Bank Number: CIC PPU 035

International Region

International Service: Overseas Immigration Case Files
Description: The bank contains information on persons who apply at posts abroad for a permanent resident visa, a temporary resident visa, a work permit, a study permit, a travel document for permanent residents, a temporary resident permit, an employment authorization, a student authorization, a returning resident permit,

or on persons who attempt or are suspected of seeking to enter Canada illegally or who counsel or assist persons seeking to enter Canada. Records in the bank may contain some or all of the following: applications; certificates of birth, death, marriage, divorce, separation, adoption, and education; employment experience and references; statements of assets and bank, trust, and brokerage statements; property holdings; business investments, and medical reports. The file may also contain details concerning criminality and availability of funds. Persons seeking access to this information bank should provide their name or names they have used, date of birth and, if possible, their visa office file number.

Note: Formerly EAC PPU 015

Class of Individuals: Individuals who have applied for a permanent resident visa, a temporary resident visa, a work permit, a study permit, a travel document for permanent residents, a temporary resident permit, an employment authorization, a student authorization, or returning resident permit at posts abroad. Individuals who are known to have entered Canada illegally or are suspected of participating in irregular entry activities.

Purpose: The information contained in this bank may be used in the administration and enforcement of the Immigration and Refugee Protection Act of Canada. The bank serves as a repository for detailed and summary documentation on those persons wishing to visit or immigrate to Canada and persons involved in the facilitation thereof.

Consistent Uses: Information may be disclosed to the Canada Border Services Agency (CBSA), the Canadian Security Intelligence Service (CSIS) and the Royal Canadian Mounted Police (RCMP) for the purpose of conducting security and law-enforcement reviews or investigations related to immigration legislation, or in the detection, suppression and prevention of offences against the Immigration and the Refugee Protection Act and Regulations. Information regarding applicants that is obtained from CBSA, CSIS, the Solicitor General, the RCMP or provincial government departments will be added to the individuals' files. Information is also shared with the Canada Border Services Agency (CBSA) for the purpose of ensuring and monitoring the lawful entry of persons seeking to enter Canada. Consistent uses may include sharing information with the Immigration and Refugee Board of Canada, the Department of Justice, or judicial bodies for the purpose of administering and conducting the appeals process under the Immigration and Refugee Protection Act. It also may include sharing information with departments of provincial governments, as well as the United Nations High Commissioner for Refugees (UNHCR), and the International Organization for Migration (IOM), where these organizations have a role in referring cases to the department or in assisting in the resettlement process. Information may also be shared with individual sponsors and sponsoring groups, as well as with designated medical personnel who conduct medical examinations for the purpose of identifying medical conditions of immigration applicants. Information may be disclosed to transportation companies within the terms of their responsibilities under immigration legislation. Consistent uses may also include sharing information with Foreign Affairs Canada (FAC) where issues relating to Canada's bilateral or multilateral relations are concerned. Information may be disclosed to foreign governments, to law-enforcement bodies, to detaining authorities, and to judicial and state authorities where memoranda of understandings exist circumscribing the terms of such disclosure. Consistent use may include verification of documentation with law-enforcement bodies or with judicial and state authorities of foreign governments, where verification of the documentation with the issuing authority is required in the administration and enforcement of immigration legislation. Information may be shared with foreign governments as well as with Canadian employer associations for the purpose of processing applications from seasonal agricultural workers. Information may be used internally for program management purposes, for the purposes of research, planning, evaluation and statistics, and for internal audit purposes.

Retention and Disposal Standards: Applications for permanent residence (CIC form IMM8) for those persons who have received an immigrant visa and record of landing (CIC form IMM1000) since 1988 or a confirmation of permanent residence form (CIC form IMM5292) since 2002 are retained for a period of 65 years. All other paper records are normally destroyed two years after the last administrative action. Information on persons known or suspected of engaging in activities contrary to the Immigration and Refugee Protection Act is destroyed five years after the last administrative action. Information on controversial cases, such as those involving organized crime, is destroyed ten years after the last administrative action.

RDA Number: 88/012
Related PR#: CIC AOB 001
TBS Registration: 000344
Bank Number: CIC PPU 039

Case Management Branch

Case Processing System (CPS)

Description: The Case Processing System (CPS) is both a tracking system and a processing system. All rehabilitation cases and temporary resident permit requests for criminally inadmissible immigrant applicants, direction for hearings on long-term permanent residents convicted of serious crimes, pre-removal risk assessments (PRRA) as well as all danger to the public cases are in this system. Reports are prepared for the Minister's delegate in each case using CPS.
Class of Individuals: The clients are those who are criminally inadmissible. They are seeking relief from the inadmissibility or CIC is preparing a request for a danger opinion to (a) prevent a person from claiming refugee status, or (b) allow refoulement of a Convention refugee or protected person; or where CIC is seeking a decision on a positive PRRA on cases where restrictions apply.
Purpose: CPS is used as a tracking system for cases within the Danger to the Public – Rehabilitation Unit. It is used for writing rehabilitation assessments, requests for Minister's opinion/reconsiderations, applications for temporary resident permits, danger opinions on removal cases, restriction assessments for positive PRRA and directions for hearings on long term permanent residents convicted of serious crimes. It is also used for writing memos, letters and faxes to CIC local offices. As well, statistics can be gathered on volumes of cases and approval rates from this system. All information contained in CPS is also contained in the Immigration case file.
Consistent Uses: CPS is accessible only by employees of the Danger to the Public – Rehabilitation Unit. The information with respect to Danger to the Public cases and positive PRRA is disclosed to the person concerned and to his/her counsel. Information that is not related to danger to the public is not disclosed to other government agencies or members of the public.
Retention and Disposal Standards: Data is kept indefinitely.
RDA Number: 88/012
Related PR#: CIC APB 005, CIC APB 018
TBS Registration: 005205
Bank Number: CIC PPU 040

Immigration Case File

Description: This file may contain some or all of the following types of information: applications for permanent resident and refugee status, assessments by immigration officers, details concerning health, past criminality, financial status, education and professional experience, removal documentation and temporary resident permit, including computer-based information (FOSS, CAIPS, CPS, e-mail). The file may contain information on an immigrant's earlier status in Canada (e.g. employment authorization information, etc.). It may include all or part of the same information regarding any other person named in the application. It may include information on the sponsor and information from the Foreign Students Records and Case File–CIC PPU 051. It may also include the name and address of bond depositor, sum deposited, terms and conditions imposed, name of person signing bond, name of persons bonded, terms and conditions which they must meet, and acknowledgement of terms and conditions. It may also include pre-removal risk assessments. Persons seeking access to this information bank must supply their date of birth, approximate date of entry into Canada and port of entry.
Note: Formerly EIC PPU 225
Class of Individuals: Persons accepted or refused admission to Canada as permanent residents, Convention refugees, visitors, immigrants, permit holders; persons seeking approval of criminal rehabilitation; persons declared a danger to the public by the Minister under the Immigration and Refugee Protection Act; persons under enforcement action in Canada; persons who are the object of litigation before courts or administrative tribunals in matters relating to immigration.
Purpose: This personal information relates to the immigrant's applications for permanent or temporary admission to Canada and subsequent decisions for which purpose the bank was established. Information is used in the administration and enforcement of immigration legislation, as required.
Consistent Uses: The information may be used or disclosed in the administration and enforcement of the Immigration and Refugee Protection Act and the detection, suppression and prevention of immigration offenses. The information may be disclosed to the Canadian Security Intelligence Service (CSIS) and the Royal Canadian Mounted Police (RCMP) for the purpose of conducting

security reviews or investigations related to immigration legislation. Uses also include the sharing of information with Public Safety and Emergency Preparedness Canada (PSEPC), CSIS, the Department of Justice, Canada Border Services Agency (CBSA) and the RCMP where these uses are pursuant to the law. Information may also be disclosed to various foreign governments subject to multilateral treaties or agreements, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration legislation. Personal information relating to warrants and arrests for examination, admissibility hearings, removal from Canada or a proceeding that could lead to the making of a removal order by an immigration officer, and removal orders (departure orders, deportation orders and exclusion orders) issued by immigration officers, and their execution, may be disclosed by media relations officers when it has been determined that the disclosure is necessary for the administration and enforcement of the Immigration and Refugee Protection Act and the detection, suppression and prevention of immigration offences. Information may be disclosed to medical practitioners for the purpose of providing medical services to newly arrived immigrants being held in detention centres as well as to the Canadian Council of Engineers for the assessment of engineering qualifications. Certain information may be shared with service provider organizations (SPOs) and private sponsors in Canada for the purposes of administering the refugee program. Some information may also be disclosed to transportation companies within the terms of their responsibilities under immigration legislation. It may also be disclosed to provincial authorities, agencies and municipalities under the terms of an agreement or arrangement. Other uses may include the sharing of information with the insurance and employment programs of Human Resources and Skills Development Canada (HRSDC), the Immigration and Refugee Board of Canada, Foreign Affairs Canada (FAC), Health Canada, for assessment, provision of settlement assistance, administration of provincial programs and for research purposes. Information may also be shared with Statistics Canada and FAC for statistical and planning purposes. It may also be shared with foreign governments and immigration authorities under the terms of an agreement or arrangement in order to conduct a lawful investigation or administer or enforce any law. It may be provided to private sector research firms for the purposes of planning, statistics, research and evaluation. Information obtained from FAC, Health Canada, the Immigration and Refugee Board of Canada (that contained in IRB PPU 105–Immigration and Refugee Board Records, IRB PPU 110–Immigration Appeal Division Records, IRB PPU 115–Convention Refugee Division Records and IRB PPU 145–Research Directives, Claim Specific Information), CSIS, the RCMP and some provincial government departments may be compared for the purpose of administering or enforcing the immigration legislation and to administer and conduct the appeals process under the Immigration and Refugee Protection Act.

Retention and Disposal Standards: Paper records are normally retained for two years after the last administrative action. Information on persons known or suspected of engaging in activities contrary to the Immigration and Refugee Protection Act is retained for 5 years after the last administrative action. Information on controversial cases is retained for 10 years after the last administrative action. Sponsorship agreements must be retained for the duration of the sponsorship. Upon expiry of the retention period, some of these records will be preserved by the Library and Archives Canada for archival purposes.

RDA Number: 88/012

Related PR#: CIC AOB 005

TBS Registration: 001972

Bank Number: CIC PPU 042

Litigation Information Management System (LIMS)

Description: The Litigation Information Management System (LIMS) contains information concerning citizenship and immigration related to litigation. The information relates to finalized and/or pending litigation cases. LIMS contains personal information concerning the applicant/respondent such as the name, country of citizenship, FOSS ID number, as well as a general description of the nature and status of the litigation. As Litigation Management's principal responsibility is to provide instruction on behalf of CIC to the Department of Justice with regard to the conduct of litigation, summaries of consultation with legal counsels and other CIC officials, strategies for defending decisions and subsequent instructions to Justice are entered into LIMS.

Class of Individuals: Parties to immigration or citizenship litigation before the courts.

Purpose: LIMS is a database used to facilitate managing and monitoring immigration and

citizenship related litigation. It provides quick access to information on litigation cases that may have an impact on CIC policy or program delivery. LIMS is accessible only to employees of the Litigation Management Division, Case Management Branch.
Consistent Uses: None.
Retention and Disposal Standards: Data is kept indefinitely.
RDA Number: 88/012
Related PR#: CIC APB 019
TBS Registration: 005206
Bank Number: CIC PPU 043

Medical Services Branch

Immigration Medical Records
Description: This bank contains some or all of the following types of information: immigration medical applications, medical reports, laboratory reports, and x-rays. Persons seeking access to this bank must supply their full name (including alias), date of birth and date and place of medical examination.
Note: Formerly EIC PPU 010
Class of Individuals: Persons applying for permanent and/or temporary residence in Canada.
Purpose: The bank is used in the administration and enforcement of the Immigration and Refugee Protection Act.
Consistent Uses: Information may be used internally for program management purposes and for purposes of research, planning, evaluation, statistics and for internal audit purposes. Other uses may include the sharing of some information with the departments of Health Canada, Public Health Agency of Canada and Foreign Affairs Canada (FAC), as well as with provincial/territorial government departments responsible for assisting in immigration settlement and for the purposes of administering their public health program or enforcing the immigration legislation.
Retention and Disposal Standards: Records are retained according to the various assessment categories as described in the "Disposal of medical reports and x-rays" as agreed by Library and Archives Canada and CIC, then destroyed.
RDA Number: 83/007-1
Related PR#: CIC AOB 003
TBS Registration: 002723
Bank Number: CIC PPU 052

Centralized Services Delivery and Corporate Services

Finance Branch

Immigration Program Accounts Receivable (IPAR)
Description: This bank includes the following information: name, address, telephone number and social insurance number of individuals having received a loan, including interest and the related administrative charges, amounts paid, delinquent amounts, credit reports, tracing actions, and comments of immigrants and collecting officers and related correspondence. Information is duplicated in part on the Immigration Loans Programs bank file CIC PPU 007.
Note: Formerly EIC PPU 435
Class of Individuals: Qualified immigrants, under the Immigration and Refugee Protection Act to allow payment of transportation costs, the costs associated with the medical examination, the related administrative charges and assistance to the establishment in Canada.
Purpose: This bank is used to record and monitor the collection of outstanding loans and related administrative fees. It is a computerized record of loans and administrative fees.
Consistent Uses: This bank is also shared with the Individual Income Tax Return (CCRA PPU 005) in order to trace individuals and pursue the collection of debts due the Crown. Information from this bank may be used by Citizenship and Immigration Canada for purposes of research, planning, evaluation, statistics and internal audit and may be provided to private research firms for this purpose. It may also be shared with private collection agencies for collection purposes.
Retention and Disposal Standards: The files are retained for six years after the fiscal year during which the loan or administrative fees were repaid or written off. Disposal standards are currently under review.
RDA Number: 88/012
Related PR#: CIC APB 001
TBS Registration: 005214
Bank Number: CIC PPU 048

Administration and Security Branch

Service Contracts
Description: The bank may contain information on the qualifications and work experience of the contractor, letters of reference, details of

the contract and assessments of the contractor's performance.
Note: Formerly CIC PPU 425)
Class of Individuals: Individuals and/or companies who have signed service contracts with Citizenship and Immigration Canada.
Purpose: The information may be used to determine terms of payment, contract extension or renewal, and in other decisions pertaining to the contract.
Consistent Uses: Information may be used for internal audit purposes. It may be provided to private sector research firms for planning, statistics, research and evaluations.
Retention and Disposal Standards: The files are retained for six years after the fiscal year during which the contract was terminated and then sent to the Library and Archives Canada.
RDA Number: 99/004
Related PR#: CIC APB 007
TBS Registration: 001785
Bank Number: CIC PPU 049

Departmental Delivery Network

Application and Assessment for Canadian Citizenship

Description: This bank contains a record of persons who have been issued a certificate of Canadian citizenship or naturalization, a certificate of renunciation of Canadian citizenship or a letter reflecting the information contained in citizenship records or of persons whose birth abroad has been registered with the Canadian government. It also contains a record of persons whose Canadian citizenship has been revoked. This bank contains personal information such as the name, sex, date and place of birth and physical description of individuals on whom a record is kept. Historical records are available from 1854; however, they are incomplete prior to 1918. Those seeking access to these records must provide the name and date and place of birth and, where applicable and obtainable, the number of the Canadian citizenship or naturalization certificate which was issued.
Note: Formerly MCC PPU 050
Class of Individuals: Individuals who have applied for naturalization in Canada, Canadian citizenship or renunciation of Canadian citizenship, whose birth abroad has been registered with the Canadian government or who have requested a letter clarifying their Canadian citizenship status as well as individuals whose Canadian citizenship has been revoked.
Purpose: This bank is maintained in order to determine the Canadian citizenship status of individuals and to facilitate the processing of applications for or proofs of Canadian citizenship.
Consistent Uses: For the purpose of administering the Citizenship Act and Regulations and other related Acts and for the purpose of confirming the Canadian citizenship status of individuals, information may be shared with the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP) and the Canadian Security and Intelligence Service (CSIS) for the purpose of conducting security reviews or investigations related to immigration legislation, Elections Canada, Foreign Affairs Canada (FAC), the Federal Court of Canada and the immigration program. Lists of the names and addresses and preferred official language of new Canadian citizens (with written consent) may be supplied to the Prime Minister of Canada, to respective Members of Parliament for the sole purpose of sending congratulatory letters. Confirmation of Canadian citizenship status may be provided to The Chancellery in support of nominations to the Order of Canada. Confirmation of Canadian citizenship status may also be provided to the spouses, children and other relatives of naturalized Canadian Citizens in order to assist them in acquiring a benefit. Information on individuals deceased more than 20 years may also be disclosed for genealogical research purposes. Information may be used internally for program management purposes, for purposes of research, planning, evaluation and statistics, and for internal audit purposes.
Retention and Disposal Standards: These records are retained on microfilm indefinitely.
RDA Number: Under Review.
Related PR#: CIC ASB 004
TBS Registration: 003584
Bank Number: CIC PPU 050

Foreign Student Records and Case File

Description: This bank may contain information such as name, birth date, country of citizenship, sex, marital status, accompanying family members, nature and duration of studies, name and address of institution being attended and availability of funds. The file may also contain details concerning health and criminality, the name and address of bond depositor, sum deposited, terms and conditions imposed, name of person signing bond, name of persons bonded, terms and conditions which they must meet, and acknowledgement of terms and conditions. Persons seeking access to

this bank must supply their name, date of birth and approximate date of temporary admission to Canada.
Note: Formerly EIC PPU 290
Class of Individuals: Persons temporarily in Canada who are lawfully engaged in any recognized academic, professional or training course.
Purpose: The purpose of this bank is to record information pertaining to persons temporarily in Canada who are lawfully engaged in any recognized academic, professional or training course. Information issued is used in the administration and enforcement of immigration legislation with respect to the length and purpose of stay in Canada.
Consistent Uses: The information may be disclosed to the Canadian Security Intelligence Service (CSIS) and the Royal Canadian Mounted Police (RCMP) for the purpose of conducting security reviews or investigations related to immigration legislation. Uses also include the sharing of information with Public Safety and Emergency Preparedness Canada, CSIS, the Department of Justice and the RCMP where these uses are pursuant to the law. Information may also be disclosed to various foreign governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration legislation. Information may be disclosed to medical practitioners for the purpose of providing medical services to newly arrived immigrants being held in detention centres as well as to the Canadian Council of Engineers for the assessment of engineering qualifications. Some information may also be disclosed to transportation companies within the terms of their responsibilities under immigration legislation. It may also be disclosed to provincial authorities and agencies/ municipalities under the terms of an agreement or arrangement. Other uses may include the sharing for assessment, provision of settlement, assistance, administration of provincial programs and for research purposes with the Insurance and Employment programs of Human Resources and Skills Development (HRSDC), the Canada Border Services Agency (CBSA), the Immigration and Refugee Board of Canada, Foreign Affairs Canada (FAC), Health Canada, Veterans Affairs Canada, and for the purpose of administering their programs. Information may also be shared with Statistics Canada and FAC for statistical and planning purposes. It may also be shared with foreign governments under the terms of an agreement or arrangement in order to conduct a lawful investigation or administer or enforce any law. It may be provided to private sector research firms for the purposes of planning, statistics, research and evaluation. Information obtained from FAC, Health Canada, the Immigration and Refugee Board of Canada (that contained in IRB PPU 105–Immigration Appeal Board Records, IRB PPU 110–Immigration Appeal Division Records, IRB PPU 115–Convention Refugee Determination Division Records and IRB PPU 145–Research Directives, Claim Specific Information), CSIS, the RCMP and some provincial government departments may be compared for the purpose of administering or enforcing the immigration legislation and to administer and conduct the appeals process under the Immigration and Refugee Protection Act.
Retention and Disposal Standards: Paper records are maintained for two years after the last administrative action. Electronic records of files processed at CPC-Vegreville are retained indefinitely. At posts abroad, the period of retention is two years from last action. Machine readable records are kept for 15 years; microfilms are kept indefinitely.
RDA Number: 88/012
Related PR#: CIC ASB 017
TBS Registration: 005154
Bank Number: CIC PPU 051

Permanent Resident Data System
Description: Records in this bank contain such data as demographics, date and place of birth, citizenship, language, accompanying family members, passport number and country of issue, immigration category, country of last permanent residence, education, intended occupation, money in possession on arrival in Canada, destination address and person willing to help, assisted passage warrant number, visa or letter of pre-examination data, authorization number, date and office of issue, medical data, admission date and other information pertaining to admission. To access this bank the individual's name at entry, date of birth and year of entry are required. To access data concerning landing years 1919 to 1935, additional information is required such as country of birth, port of entry, vessel (if applicable) and names of accompanying family members. Landing records prior to 1935 are in the custody and control of the Library and Archives Canada.
Note: Formerly EIC PPU 230
Class of Individuals: Persons who have been granted permanent residence in Canada.
Purpose: The purpose of the bank is to record

the legal permanent admission of immigrants to Canada. It is used to verify the right of persons to remain in Canada.

Consistent Uses: The information may be disclosed to the Canadian Security Intelligence Service (CSIS), the Royal Canadian Mounted Police (RCMP) and the Canada Border Services Agency (CBSA) for the purpose of conducting security reviews or investigations related to immigration legislation. Uses also include the sharing of information with Public Safety and Emergency Preparedness Canada, CSIS, the Department of Justice, the RCMP and the CBSA where these uses are pursuant to the law. Information may also be disclosed to various foreign governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration legislation. Information may be disclosed to medical practitioners for the purpose of providing medical services to newly arrived immigrants being held in detention centres as well as to the Canadian Council of Engineers for the assessment of engineering qualifications. Some information may also be disclosed to transportation companies within the terms of their responsibilities under immigration legislation. It may also be disclosed to provincial authorities, agencies and municipalities under the terms of an agreement or arrangement. Other uses may include the sharing for assessment, provision of settlement, assistance, administration of provincial programs and for research purposes with Human Resources and Skills Development Canada (HRSDC), the Canada Revenue Agency (CRA), the Canada Border Services Agency (CBSA), the Immigration and Refugee Board of Canada (IRB), Foreign Affairs Canada (FAC), Health Canada, Veterans Affairs Canada for the purpose of administering their programs. Information may also be shared with Statistics Canada and FAC for statistical and planning purposes. It may also be shared with foreign governments under the terms of an agreement or arrangement in order to conduct a lawful investigation or administer or enforce any law. It may be provided to private sector research firms for the purposes of planning, statistics, research and evaluation. Information obtained from FAC, Health Canada, the Immigration and Refugee Board of Canada (that contained in IRB PPU 105–Immigration Appeal Board Records, IRB PPU 110–Immigration Appeal Division Records, IRB PPU 115–Convention Refugee Determination Division Records and IRB PPU 145–Research Directives, Claim Specific Information), CSIS, the RCMP, the CBSA and some provincial government departments may be compared for the purpose of administering or enforcing the immigration legislation and to administer and conduct the appeals process under the Immigration and Refugee Protection Act.

Retention and Disposal Standards: Records are retained by the Case Processing Centre (CPC) for a period of two years after finalization, and then referred to Federal Archives in Edmonton.

RDA Number: 88/012

Related PR#: CIC ASB 016

TBS Registration: 005219

Bank Number: CIC PPU 053

Temporary Worker Records and Case File

Description: The bank may contain information such as name, birth date, country of citizenship, sex, marital status, accompanying family members, address in Canada, personal qualifications, experience, nature of work, and name and address of employer. The file may also contain details concerning health and criminality and information from Foreign Student Records and Case File–CIC PPU 051, name and address of bond depositor, sum deposited, terms and conditions imposed, name of person signing bond, name of persons bonded, terms and conditions which they must meet, and acknowledgement of terms and conditions. Persons seeking access to this bank must supply their date of birth and approximate date of temporary admission to Canada.

Note: Formerly EIC PPU 295

Class of Individuals: Persons temporarily in Canada who are employed.

Purpose: To record information pertaining to persons temporarily in Canada who are employed. Information may be used in the administration and enforcement of immigration legislation with respect to the length and purpose of the visitor's stay in Canada as well as any conditions governing the nature and locale of their employment.

Consistent Uses: The information may be disclosed to the Canadian Security Intelligence Service (CSIS), the Royal Canadian Mounted Police (RCMP) and the Canada Border Services Agency (CBSA) for the purpose of conducting security reviews or investigations related to immigration legislation. Uses also include the sharing of information with Public Safety and Emergency Preparedness Canada, CSIS, the Department of Justice, the RCMP and the CBSA where these uses are pursuant to the law. Information may also be disclosed to various

foreign governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration legislation. Information may be disclosed to medical practitioners for the purpose of providing medical services to newly arrived immigrants being held in detention centres as well as to the Canadian Council of Engineers for the assessment of engineering qualifications. Some information may also be disclosed to transportation companies within the terms of their responsibilities under immigration legislation. It may also be disclosed to provincial authorities, agencies and municipalities for assessment under the terms of an agreement or arrangement. Other uses may include the sharing for assessment, provision of settlement, assistance, administration of provincial programs and for research purposes with Human Resources and Skills Development Canada (HRSDC), the Canada Revenue Agency (CRA), the Canada Border Services Agency (CBSA), the Immigration and Refugee Board of Canada, Foreign Affairs Canada (FAC), Health Canada and Veterans Affairs Canada for the purpose of administering their programs. Information may also be shared with Statistics Canada and Foreign Affairs Canada for statistical and planning purposes. It may also be shared with foreign governments under the terms of an agreement or arrangement in order to conduct a lawful investigation or administer or enforce any law. It may be provided to private sector research firms for the purposes of planning, statistics, research and evaluation. Information obtained from FAC, Health Canada, the Immigration and Refugee Board (that contained in IRB PPU 105–Immigration Appeal Board Records, IRB PPU 110–Immigration Appeal Division Records, IRB PPU 115–Convention Refugee Determination Division Records and IRB PPU 145–Research Directives, Claim Specific Information), CSIS, the RCMP, the CBSA and some provincial government departments may be compared for the purpose of administering or enforcing the immigration legislation and to administer and conduct the appeals process under the Immigration and Refugee Protection Act. The information may also be shared with worker's compensation boards or Employment Insurance.
Retention and Disposal Standards: Paper records are maintained for two years after the last administrative action, then destroyed. Work permits, study permits, visitor records and temporary resident permits are microfilmed and retained indefinitely at Immigration Headquarters. At posts abroad, the period of retention is two years after the last administrative action. Electronic records of files processed at CPC-Vegreville are retained indefinitely.
RDA Number: 88/012
Related PR#: CIC ASB 017
TBS Registration: 005009
Bank Number: CIC PPU 054

Visitor Case File
Description: Records in this file may include the following information: name, date and country of birth, country of citizenship, marital status, address in Canada and abroad, accompanying family members, details concerning health, past criminality, details of financial status, length of authorized stay and date of original entry, name and address of bond depositor, sum deposited, terms and conditions imposed, name of person signing bond, name of persons bonded, terms and conditions which they must meet, and acknowledgement of terms and conditions. Information is held at the Case Processing Centre, Vegreville, Alberta; Canada Immigration Centres; and at Immigration Headquarters in Ottawa for cases receiving specific further consideration. Persons seeking access to this information bank must supply their date of birth, approximate date of permit and office of issue.
Note: Formerly EIC PPU 285
Class of Individuals: Visitors to Canada.
Purpose: To record information pertaining to documented visitors to Canada, except those authorized to participate in employment or training under the Immigration and Refugee Protection Act. Information may be used in the administration and enforcement of immigration legislation.
Consistent Uses: The information may be disclosed to the Canadian Security Intelligence Service (CSIS), the Royal Canadian Mounted Police (RCMP) and the Canada Border Services Agency (CBSA) for the purpose of conducting security reviews or investigations related to immigration legislation. Uses also include the sharing of information with Public Safety and Emergency Preparedness Canada, CSIS, the Department of Justice and the RCMP where these uses are pursuant to the law. Information may also be disclosed to various foreign governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration legislation. Information may be disclosed to medical practitioners for the purpose of providing medical services to newly arrived immigrants being held in detention centres as well

as to the Canadian Council of Engineers for the assessment of engineering qualifications. Some information may also be disclosed to transportation companies within the terms of their responsibilities under immigration legislation. It may also be disclosed to provincial authorities, agencies and municipalities for assessment under the terms of an agreement or arrangement. Other uses may include the sharing of information for assessment, provision of settlement, assistance, administration of provincial programs and for research purposes with Human Resources and Skills Development Canada (HRSDC), the Canada Revenue Agency (CRA), the Canada Border Services Agency (CBSA), the Immigration and Refugee Board, Foreign Affairs Canada (FAC), Health Canada, Veterans Affairs Canada, for the purpose of administering their programs. Information may also be shared with Statistics Canada and FAC for statistical and planning purposes. It may also be shared with foreign governments under the terms of an agreement or arrangement in order to conduct a lawful investigation or administer or enforce any law. It may be provided to private sector research firms for the purposes of planning, statistics, research and evaluation. Information obtained from FAC, Health Canada, the Immigration and Refugee Board of Canada (that contained in IRB PPU 105–Immigration Appeal Board Records, IRB PPU 110–Immigration Appeal Division Records, IRB PPU 115–Convention Refugee Determination Division Records and IRB PPU 145–Research Directives, Claim Specific Information), CSIS, the RCMP and some provincial government departments may be compared for the purpose of administering or enforcing the immigration legislation and to administer and conduct the appeals process under the Immigration and Refugee Protection Act.
Retention and Disposal Standards: Paper records are kept normally for two years after the last administrative action. Information on persons known or suspected of engaging in activities contrary to the Immigration and Refugee Protection Act is retained five years after the last administrative action. Microfilmed records are kept indefinitely. Electronic records of files processed at CPC-Vegreville are retained indefinitely.
RDA Number: 88/012
Related PR#: CIC ASB 012
TBS Registration: 005010
Bank Number: CIC PPU 055

Query Response Centre Records
Description: Individual records may include an index to facilitate file retrieval (depending on the year of arrival in Canada). A verification of admission form (IMM 5009) is needed to search the records available in the Centre. This form is available through your nearest Canada Immigration Centre or by contacting the CIC Call Centre. Following are the documents which are available: immigrant visa, record of landing and confirmation of permanent residence, temporary residents record (visitor record, employment authorization, student authorization), amendment to record of landing and amendment to confirmation of permanent residence, confirmation/certificate of departure, grant of status by the Minister, exclusion order, permit to come into or remain in Canada, extension of permit: certificate, confiscated or voluntarily surrendered CIC's or CIIR's (Canadian Immigrant's Record Card, record of landing or confirmation of permanent residence), notice of arrest under section 103 of the Immigration Act, voluntary departure – confirmation, departure order, certificate/no documents on file – no landing record, no student/employment authorization, no consent to return as per subsection 52(1) of the new Immigration and Refugee Protection Act or section 35 of the old Immigration Act, certificate for the purpose of subsection 36(1) of the new Immigration and Refugee Protection Act or paragraph 19(1)(c) of the old Immigration Act, no visitor record, certificate for the purpose of subsection 36(2) of the new Immigration and Refugee Protection Act or paragraph 19(2)(a) of the old Immigration Act, 27 report and 20 report.
Class of Individuals: Permanent and temporary residents, holders of permit to come into or remain in Canada and those persons for whom there has been enforcement action. People who have received or been denied the grant of status by the Minister and holders of certificates.
Purpose: The information contained in this bank is gathered by Citizenship and Immigration Canada and is used to produce copies or certified true copies of all documents listed above and serves as a record of all document holders.
Consistent Uses: The bank is required to store all documents listed above. The information contained in this bank may be used or disclosed in the administration and enforcement of the Immigration and Refugee Protection Act and the detection, suppression and prevention of immigration offences. The information may be disclosed to the Canadian Security Intelligence Service (CSIS), the

Royal Canadian Mounted Police (RCMP) and the Canada Border Services Agency (CBSA) for the purpose of conducting security reviews or investigations related to immigration legislation. It may also be disclosed to provincial authorities, agencies and municipalities for assessment under the terms of an agreement or arrangement. Other uses may include the sharing for assessment, provision of settlement, assistance, administration of provincial programs and for research purposes with the insurance and employment programs of Human Resources and Skills Development Canada (HRSDC), Service Canada, Health Canada, the Canada Revenue Agency (CRA), the Canada Border Services Agency (CBSA), Foreign Affairs Canada (FAC), Canada Passport Office and Veterans Affairs Canada, for the purpose of administering their programs. It may also be shared with foreign governments under the terms of an agreement or arrangement in order to conduct a lawful investigation or administer or enforce any law.
Retention and Disposal Standards: These records are retained on microfilm indefinitely. Records prior to January 1, 1936, are in the custody and control of the Library and Archives Canada.
RDA Number: 88/012
Related PR#: CIC ASB 016, CIC ASB 017, CIC ASB 006, CIC ASB 008, CIC ASB 011
TBS Registration: 005212
Bank Number: CIC PPU 056

Permanent Resident Card
Description: The bank contains information on persons who have been granted permanent resident status and who have been issued a permanent resident card. Records in the bank contain the information collected by overseas missions and inland CICs from all applicants for permanent residence as it is captured on the record of landing (CIC form IMM1000) and the confirmation of permanent residence (CIC form IMM5292). Information contained in this bank includes the following: the applicant's name, date and place of birth, signature, gender, height and eye colour, the date on which and the place where the applicant became a permanent resident, the applicant's mailing address, the address of all of the applicant's places of residence during the previous five years, the name and address of the applicant's employers and educational institutions attended during the previous five years, the periods during the previous five years that the applicant was absent from Canada, the name, address and telephone number of the applicant's guarantor, whether a report under subsection 44(1) of the Act has been made in respect of the applicant or whether a decision was made outside of Canada that they have failed to comply with the residency obligation under section 28 of the Act, and whether the applicant has lost permanent resident status or has been issued a removal order; a certified copy of a passport currently held by the applicant or held by the applicant at the time of becoming a permanent resident, the form IMM1000, entitled "Record of Landing", or the IMM5292, entitled 'Confirmation of Permanent Residence', held by the applicant, a provincial driver's license held by the applicant, a photo-identity card held by the applicant and issued by a province, a student card held by the applicant and issued by a provincially accredited college or university, or the most recent notice of assessment within the meaning of the Income Tax Act received in relation to the applicant's income tax return; and two identical photographs signed by the guarantor.
Class of Individuals: Persons who have been granted permanent residence in Canada.
Purpose: The information contained in this bank may be used in the administration and enforcement of immigration legislation. The bank serves as a repository for information on those persons who have been issued a permanent resident card in order to ensure the integrity of the card issuing process.
Consistent Uses: The information may be disclosed to the Canadian Security Intelligence Service (CSIS), the Royal Canadian Mounted Police (RCMP) and the Canada Border Services Agency (CBSA) for the purpose of conducting security reviews or investigations related to immigration legislation. Consistent uses may include sharing information with Foreign Affairs Canada, the Immigration and Refugee Board of Canada, the Department of Justice, the Canada Revenue Agency, the Canada Border Services Agency, the Solicitor General and Human Resources and Skills Development Canada, as well as departments of provincial governments with an interest in providing services to immigrants under federal-provincial memoranda of understanding. Information may be compared with that contained in the personal information bank entitled "Determination of Permanent Resident Status"–CIC PPU 068.
Retention and Disposal Standards: Paper records are held by CPC Sydney and are destroyed two years after the last administrative

action. The electronic file in FOSS relating to the particulars of the holder is retained indefinitely, in conjunction with the microfilm copy of the confirmation of permanent residence (IMM 5292). A photographic image will also be held indefinitely in an image bank for compliance and enforcement purposes. Permanent resident cards that cannot be delivered within 180 days of notifying the applicant of its availability will be destroyed as required by subsection 58(3) of the Immigration Regulations.
RDA Number: 88/012
Related PR#: CIC ASB 001, CIC ASB 016, CIC APB 005, CIC APB 010
TBS Registration: 005312
Bank Number: CIC PPU 067

Determination of Permanent Resident Status
Description: The bank contains information on persons who have or who claim to have been granted permanent resident status in Canada. Records in the bank may contain information collected by overseas missions, ports of entry and inland Canada Immigration Centres (CIC's) from permanent residents and may also contain information as reflected on a permanent resident's "Record of Landing" (CIC form IMM1000) or "Confirmation of Permanent Residence" (CIC form IMM5292). Information contained in this bank includes the following: the permanent resident's name, gender, date and place of birth, marital status; the date on which and the place where the permanent resident became a permanent resident [and, if applicable, what terms and/or conditions were applied at the time of landing or at the time of being granted permanent residence]; the permanent resident's residential address in Canada; the permanent resident's address outside of Canada; the permanent resident's mailing address; if notated or otherwise indicated by the permanent resident on the "Questionnaire: Determination of Permanent Resident Status" (CIC form IMM 5511), the permanent resident's country of citizenship, passport number and date of passport expiry; the permanent resident's places and duration of residence during the previous five years; if while absent from Canada during the previous five years the permanent resident accompanied a Canadian citizen spouse, common-law partner or parent, the Canadian citizen's name, proof of Canadian citizenship and proof of relationship to the permanent resident and the periods of absence from Canada when the permanent resident was accompanying the Canadian citizen; if while absent from Canada during the previous five years the permanent resident was employed outside of Canada on a full time basis by a Canadian business, or in the public service of Canada or of a province of Canada, the name, address, duration and proof of such employment with the employer during the previous five years; if while absent from Canada during the previous five years the permanent resident accompanied a Canadian permanent resident spouse, common-law partner or parent who was or is employed outside of Canada on a full time basis by a Canadian business, or in the public service of Canada or of a province of Canada, the Canadian permanent resident's name along with proof of that Canadian permanent resident status and proof of that Canadian permanent resident's employment and proof of that Canadian permanent resident's relationship to the permanent resident and the periods of absence from Canada when the permanent resident was accompanying that Canadian permanent resident; in the case of a permanent resident with a sum total number of days less than 730 days during the previous five years in which the permanent resident was: (a) physically present in Canada, and/or (b) accompanying outside of Canada a Canadian citizen spouse, common-law partner or parent, and/or (c) employed outside of Canada on a full time basis by a Canadian business, or in the public service of Canada or of a province of Canada, and/or (d) accompanying outside of Canada a Canadian permanent resident spouse, common-law partner or parent who is or was employed outside of Canada on a full time basis by a Canadian business, or in the public service of Canada or of a province of Canada, any humanitarian and compassionate considerations relating to the best interests of any child that may be directly affected by a determination of the permanent resident's residency in Canada and/or any humanitarian and compassionate considerations that the permanent resident feels would overcome any breach of the permanent resident's residency obligation as required under the Immigration and Refugee Protection Act.
Class of Individuals: Persons who have or claim to have been granted permanent residence in Canada.
Purpose: The information contained in this bank may be used in the administration and enforcement of immigration legislation. The bank serves as a repository for information on those persons who have been issued a permanent resident card in order to ensure the integrity

of the card issuing process.
Consistent Uses: Information may be compared with that contained in permanent resident card application (CIC PPU 067). The information may be disclosed to the Royal Canadian Mounted Police (RCMP) and the Canada Border Services Agency (CBSA) for the purpose of investigation of an offence under the Immigration and Refugee Protection Act. Consistent uses may include sharing information with the Immigration and Refugee Board of Canada, and the Department of Justice.
Retention and Disposal Standards: Paper records will be held by CIC for five years. Retention periods for a photographic image [held in an image bank] and the electronic file in the Field Operations Support System (FOSS) relating to the particulars of the permanent resident's compliance with the section 28 residency obligation under the Immigration and Refugee Protection Act are under review by the Library and Archives Canada.
RDA Number: 88/012
Related PR#: CIC ASB 001, CIC ASB 016, CIC APB 005, CIC APB 010
TBS Registration: 005308
Bank Number: CIC PPU 068

Strategic Directions and Communications

Departmental Secretariat

Human Rights Case Files
Description: This bank contains copies of documents, correspondence and other forms of communication or information relating to complaints filed by individuals with the Canadian Human Rights Commission.
Note: Formerly CIC PPU 415
Class of Individuals: Persons who have filed complaints against CIC under the Canadian Human Rights Act.
Purpose: The information is collected in order to resolve human rights complaints.
Consistent Uses: Summary complaint data is used for management information purposes. Depersonalized individual case data is used for training purposes.
Retention and Disposal Standards: Records are retained for two years after the last administrative action, then destroyed.
RDA Number: 98/001
Related PR#: CIC ACB 014
TBS Registration: 002394
Bank Number: CIC PPU 059

Information Disclosures to Investigative Bodies
Description: This bank contains copies of requests for disclosure of personal information submitted to CIC under paragraph 8(2)(e) of the Privacy Act by investigative bodies listed in Schedule II of the Privacy Regulations. This bank also contains the replies to such requests and particulars related to their processing.
Note: Formerly CIC PPU 400
Class of Individuals: Persons under investigation by federal investigative bodies.
Purpose: This bank is used to record disclosures of personal information to federal law enforcement bodies under paragraph 8(2)(e) of the Privacy Act and to report to the Privacy Commissioner on the number of these requests.
Retention and Disposal Standards: These files are retained for two years after the last administrative action, then destroyed.
RDA Number: 98/001
Related PR#: CIC ACB 013
TBS Registration: 002373
Bank Number: CIC PPU 060

Office of the Senior Citizenship Judge

Citizenship Judge Screening Process
Description: Information on individuals interested in an appointment as a citizenship judge. This bank describes the following personal information: individual's full name; title; date of birth; gender; city and country of birth; citizenship; work and/or mailing address; work and/or personal telephone numbers, fax number, e-mail address; willingness to travel or relocate; languages spoken and written; computer skills; educational background; professional and employment history; community involvement; civic contributions; whether the person has been convicted or charged of any criminal offence in Canada or elsewhere; subject to disciplinary proceedings; professional or volunteer memberships; outstanding matters in Canada or elsewhere which might have an impact on ability and fitness to serve as a judge; civil actions against the person; professional or other interests which could cause a conflict of interest; financial difficulties; any circumstances which could have an adverse impact on the individual's capacity to discharge the functions as judge or damage the reputation of the Citizenship Commission; individual's objectives; work-related references.
Class of Individuals: Individuals who formally express their interest in an appointment as a citizenship judge; individuals whose names have been provided for reference purposes.

Purpose: This information is used to manage the screening process and to provide advice to the Minister about appointments.
Consistent Uses: The list may be used to prepare statistical reports for management and to evaluate the screening process from time to time.
Retention and Disposal Standards: Currently under review with Library and Archives Canada.
RDA Number: To be determined
Related PR#: CIC ASB 021
TBS Registration: 006440
Bank Number: CIC PPU 071

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records and Information Management Systems

Business Continuity Planning

Electronic Network Monitoring Logs

Executive Correspondence Management Systems

Hospitality

Personnel Security Screening

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Classes of Personal Information

Policy and Program Development

Integration Branch

Settlement/Citizenship/Integration Promotion/ Service Line Support/Special Initiatives and Outreach

Letters written by the general public asking for information on the programs and responses to these letters are placed on CIC program files and are not retrievable by personal identifiers. They may, however, contain personal information. Any questions relating to CIC's programs and services are referred to the appropriate program group and letters from the public will be found in the relevant program files. Mailing lists may be found by consulting the Communications Branch.

Selection Branch

Selection Branch may hold letters and faxes from the general public, lawyers, consultants, MPs, private sector, other governmental departments and non-governmental organizations. This correspondence may include enquiries, requests for information, advice and opinion on CIC policies, programs, and the handling of cases by individuals employed in the immigration program, as pertains to cases where individuals have applied for permanent resident status or temporary resident status. Memos and other briefing documents may deal with the same individuals and topics. This correspondence does not constitute any part of routine administration of the immigration program.

Strategic Directions and Communications

Communications

Distribution mailing lists, both on paper and computer disks, which include individuals, as well as groups and media, who receive various departmental and branch publications, notably news releases and speeches, or who are targeted to receive promotional/educational or information materials (e.g. National Citizenship Week and other campaigns) or key documents or legislation (e.g. Annual Immigration Plan). This information is not retrievable by personal identifier.

Human Resources

The Employee departure feedback program gathers information from employees who leave the department on their reasons for leaving and their satisfaction with different aspects of their experience. The information gathered serves as an organizational health indicator and is used to inform efforts to recruit, retain and motivate employees and make the department an exemplary and effective workplace. Information is gathered through two questionnaires (one for the departing employee and one for their manager) and an interview of the employee by a third party consultant. The information collected is in the form of background/demographic information, multiple choice and yes/no questions, ratings of satisfaction levels on a scale of 1-5, as well as comment sections and the opportunity to elaborate in the interview. The latter two forms could contain unsolicited personal information about an identifiable individual, however, information collected is not retrievable by personal identifiers.

Manuals

Manuals that are available on the CIC web site are indicated with an asterix (*).

- Access to Information Manual (AM)
- Accounting Internal Control Framework
- Appraisal Handbook
- CAIPS Manual
- Carrier Guide
- Casual Employment Manager's Guide
- Citizenship Judge Handbook
- Citizenship Policy Manual (CP)*
- Classroom Training for Newly Appointed Citizenship Judges
- Code of Conduct
- Coding (COD) *
- Community Relations Handbook
- Corporate Records Management Classification List (SCS)
- Country Information Guide
- Departmental Hospitality Guidelines
- Departmental Bank Accounts Policy
- Designated Medical Practitioner Handbook*
- Employee Guide to Security
- Enforcement (ENF)*
- Enhanced Citizenship and Immigration Officer Training Manual
- File Retention Policy–Archiving
- Financial Coding Manual (FC)
- Financial Policy Manual (FP)
- Foreign Worker Manual *
- FOSS Manual
- Guide for the Operational Review of a Canada Immigration Centre
- Guidelines for Briefing Notes for the Minister and the Deputy Minister
- Guidelines for Corporate Committees at Citizenship and Immigration Canada
- Guidelines for Memorandum to Cabinet
- Guidelines for Minister and Deputy Minister's Correspondence
- Guidelines for Processing Business Category Applications by Source Country
- Guidelines for Settlement Programs and Services (IT)
- Guide to Handling Public Money (HPM)
- Housecard Guidelines
- Human Resources Management Manual (HR)
- Human Rights Manual (RI)
- IFMS Asset Accounting Manual
- IFMS Controlling Manual
- IFMS Funds Management Reporting Manual
- IFMS Materiel Management Manual
- IFMS Payments and Travel Manual
- IFMS Point of Sale (POS) Guide
- IFMS Sales, Billing and Receipt Manual
- Immigration Cost Recovery and Key Document Management Handbook
- Immigration Data System (ID)
- Information Sharing Manual (IN)
- Inland Processing (IP)*
- Inland Services Procedures Manual
- Instrument of Human Resources Signing Authorities (November 2003)
- Internal Control Framework
- Legislation (IL) *
- Manager's Kit – Dialogue and Ethical Decision Making
- Medical Officer's Guidelines for Designated Medical Practitioner
- Medical Officers Handbook
- National Headquarters Telephone Directory
- Overseas Processing (OP)*
- Performance Measures Reference Manual
- Point of Service User Guide (POS+2000)

- Policy on the American Express Government Travel Card
- Privacy Manual (PM)
- Protected Persons (PP) *
- Receivables Management Plan
- Records Services Policy and Procedures Manual
- Reference (IL)
- Reporting and Liaison Handbook
- Resettlement Assistance Program
- Salary Management System
- Security Policy and Procedures Manual
- Settlement Manual
- Single Officer Mission Manual (SOM)
- Subject File Classification
- Telework Handbook
- Training and Education Allowance Guide
- Vehicle Fleet Management Guidelines
- Workforce Adjustment Guide

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Department and its various programs and functions may be directed to:

Communications Branch
Citizenship and Immigration Canada
Mail Room, Jean Edmonds Tower South
365 Laurier Avenue West
Ottawa, Ontario K1A 1L1

Telephone: 613-954-9019
Facsimile: 613-954-2221
Internet: www.cic.gc.ca

Access to Information requests should be directed to:

Public Rights Administration
Citizenship and Immigration Canada
Narono Building
360 Laurier Avenue West, 10th floor
Ottawa, Ontario K1A 1L1

Telephone: 613-946-0953
Facsimile: 613-957-6517

Privacy Requests should be directed to the appropriate address below.

Atlantic Region

Regional Privacy Coordinator
Atlantic Regional Office
1875 Brunswick Street
Halifax, Nova Scotia B3J 2G8

Telephone: 902-426-0972
Facsimile: 902-426-8346

British Columbia and Yukon Territory

Regional Privacy Coordinator

British Columbia and Yukon Territory
Regional Office
800 Burrard Street, Suite 641
Vancouver, British Columbia V6Z 2V8

Telephone: 604-666-3950
Facsimile: 604-666-1927

Ontario Region

Regional Privacy Coordinator
Ontario Regional Office
25 St. Clair Avenue East, Suite 200
Toronto, Ontario M4T 1M2

Telephone: 416-954-7857
Facsimile: 416-954-7837

Prairies and Northern Territories Region

Regional Privacy Coordinator
Prairies and Northern Territories Regional Office
Johnston Terminal
25 Forks Market Road, Suite 400
Winnipeg, Manitoba R3C 4S9

Telephone: 204-983-2428
Facsimile: 204-984-7261

Quebec Region

Regional Privacy Coordinator
Quebec Regional Office
1010 St-Antoine Street West, 2nd Floor
Montréal, Quebec H3C 1B2

Telephone: 514-496-9398
Facsimile: 514-283-2415

For Privacy Requests concerning Canadian Citizenship Records, please contact:

Privacy Coordinator
Case Processing Centre Sydney
P. O. Box 12000
Sydney, Nova Scotia B1P 6V6

Telephone: 902-564-2751
Facsimile: 902-564-7197

For Privacy Requests concerning Permanent Resident Card Applications, please contact:

Privacy Coordinator
Case Processing Centre Sydney
P. O. Box 9000
Sydney, Nova Scotia B1P 6K7

Telephone: 902-564-3300
Facsimile: 902-564-3146

For Privacy Requests concerning immigration sponsorships, please contact:

Privacy Coordinator
Case Processing Centre Mississauga
P. O. Box 6100, Station A
Mississauga, Ontario L5A 4H4

Telephone: 905-803-7904
Facsimile: 905-803-7392

For Privacy Requests concerning Temporary Resident Extensions, Study permits, Work permits, Temporary Resident Permit Extensions, Immigrant Applications for Landing in Canada and Right of Permanent Residence Fee (RPRF) Loans, please contact:

Privacy Coordinator
Case Processing Centre Vegreville
6212 55th Avenue
Vegreville, Alberta T9C 1W5

Telephone: 780-632-8000
Facsimile: 780-632-8008

For files held by the Case Management Branch, please contact:

ATIP Coordinator
Case Management Branch
Jean-Edmonds Tower North
300 Slater Street, 9th floor
Ottawa, Ontario K1A 1L1

Telephone: 613-957-3940
Facsimile: 613-941-6754

For files held by Medical Services Branch, please contact:

ATIP Coordinator
Medical Services Branch
Canadian Building
219 Laurier Avenue West, 3rd Floor
Ottawa, Ontario K1A 1L1

Telephone: 613-941-6641
Facsimile: 613-941-5043

Privacy Requests can also be made at local Canada Immigration Centres. Consult your local telephone directory for the centre nearest you.

Reading Room

National Capital Region

Departmental Library
Jean Edmonds Tower North
300 Slater Street, 3rd Floor
Ottawa, Ontario K1A 1L1

Regional Offices

Please see addresses under “Additional Information” above.

Commission for Public Complaints Against the RCMP

Chapter 56

General Information

Background

The Commission for Public Complaints Against the RCMP was established by Parliament in March 1986, as a result of recommendations arising from the 1976 Marin Commission of Inquiry Relating to Public Complaints, Internal Discipline and Grievance Procedure within the Royal Canadian Mounted Police, and the 1981 McDonald Commission of Inquiry Concerning Certain Activities of the Royal Canadian Mounted Police. Part VII of the Royal Canadian Mounted Police Act, which made the Commission operational, came into force on September 30, 1988.

Responsibilities

The Commission for Public Complaints Against the RCMP is an independent administrative tribunal empowered to conduct external and independent reviews of public complaints concerning the conduct of members of the RCMP in the course of their duties. The Chair of the Commission reviews the disposition of the complaint by the RCMP and may conduct investigations and institute public hearings of the Commission. The Chair may, as well, initiate a complaint personally if there are reasonable grounds for investigation. If the Chair considers it advisable in the public interest, the Chair may conduct an investigation of any complaint or institute a hearing regardless of whether the complaint has been investigated or otherwise dealt with by the RCMP. The findings and recommendations of the Chair are sent to the Commissioner of the RCMP and the Solicitor General of Canada. The Chair reports annually to Parliament through the Solicitor General of Canada.

Legislation

- Royal Canadian Mounted Police Act, Parts VI and VII

Organization

The Commission consists of a Chair, a Vice-Chair, a member for each contracting province and not more than three other members, to be appointed by order of the Governor in Council. The Chair is the Chief Executive Officer of the Commission and has supervision over and direction of the work of the Commission staff. The senior staff of the Commission consists of an Executive Director, a General Counsel, a Director of Operations, Senior Reviewer/Analysts, Reviewer/Analysts, Investigators, a Senior Advisor Policy, Planning and Research, Regional Directors and an Office Manager.

Information Holdings

Program Records

Complaints
Description: Information on each complaint submitted by a member of the public to the Commission is placed in a separate file. Such file contains all correspondence, records of interviews, investigations, hearings, findings, recommendations and reports concerning the complaint held by and under the control of the Commission.
Topics: Complaints files, analysis, findings and recommendations.
Program Record Number: CPC EXE 010

Information Access Policy/Disclosures
Description: Information on policy and procedures which govern the collection, retention, disposal, disclosure and formal public access to both personal and non-personal information under the Commission's control as it relates to the Access to Information Act and the Privacy Act.
Topics: Access to Information and Privacy – general; Info Source and Bulletins; acts and legislation; committees; federal information collection, directive and procedures, Personal Information Index and Bulletins; requests – formal requests, informal requests, consultations from other government departments, reports.
Program Record Number: CPC AIP 030

Legal Matters
Description: Information on the Commission's jurisdiction, administration of legal matters, legal opinions and decisions, practice and procedure.
Topics: Policy; general correspondence; cases; retrospectivity and the Commission for Public Complaints Against the RCMP; jurisdiction issues; practice and procedure; application of Part VII of Bill C-65 to off-duty members of the RCMP and the RCMP itself; opinions rendered by legal advisors on Administrative Law and Charter Issues; aboriginal people; minority groups.
Program Record Number: CPC LEG 025

Organization and Functions
Description: Information on the Commission for Public Complaints Against the RCMP's organization, correspondence, activities and reports.
Topics: General correspondence; appointments; communications plan; organization; complaints procedure; meetings; annual reports; rules of conduct; operational framework plan.
Program Record Number: CPC EXE 005

Royal Canadian Mounted Police
Description: Information on RCMP organization, strength, policies, regulations, statistics on complaints and reports.
Topics: General correspondence; RCMP organization and strength; RCMP statistics – complaints against the Force and its members; RCMP operational statistics reporting system (Mayor's Report); RCMP recruiting of minorities; RCMP bulletin public complaints policy; administration and operational manuals; regulations; Commissioner's forecast; provincial and municipal policing contracts; Canadian Program of Science and Technology in Support of Law Enforcement; 1987-88 Annual Report; 1988-89 Annual Report; 1989-90 Annual Report; 1990-91 Annual Report; 1991-92 Annual Report.
Program Record Number: CPC EXE 015

Security
Description: Information on security regulations for the handling of documents, the administration of the personnel security program involving clearance, physical security of buildings, installations and facilities.
Topics: General correspondence; physical security; security policy; classification of information.
Program Record Number: CPC EXE 020

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Administration and Management Services

Access to Information and Privacy Requests

Business Continuity Plans (BCP)

Employment and Staffing

Executive Correspondence Management Systems

Hospitality

Physical Security

Proactive Disclosure

Procurement

Relocation

Travel

Particular Personal Information Banks

Complaints and Requests for Review made by the Public Against the RCMP Under the Royal Canadian Mounted Police Act, Part VII
Description: This bank contains the files on complaints concerning the conduct of members of the RCMP received by the Commission. These complaints are sent by the Commission to the RCMP for investigation. This bank also contains the files on reviews carried out by the Commission as a result of requests from members of the public who are not satisfied with the RCMP disposition of their complaints. The review files contain statements from individuals, correspondence with and reports about complainants, respondents and witnesses dealing with the complaint and other facts relevant to the RCMP investigations. These complaint and review files date from October 1, 1988.
Class of Individuals: Complainants, members of the RCMP, witnesses and other parties to the complaint.
Purpose: The purpose of this bank is to record, inquire into and follow up on complaints regarding the conduct of members of the RCMP.
Consistent Uses: The information is used by the Commission to fulfill its mandate under the Royal Canadian Mounted Police Act, as well as for research, planning, evaluation and statistical purposes.

Retention and Disposal Standards: All complaint and review files are retained for 50 years then transferred for destruction to the National Archives of Canada
RDA Number: 96/011
Related PR#: CPC EXE 010
TBS Registration: 002640
Bank Number: CPC PPU 005

Contracts
Description: This bank contains a record of all personal and professional service contracts entered into by the Commission. It contains information such as the original contractual documents, invoices and records of payment for individual and professional services.
Class of Individuals: Personal information relates to individuals hired under personal service contracts by the Commission.
Purpose: The bank is used for accounting, reference and statistical purposes.
Consistent Uses: To record, retain and monitor all contracts. These records are also used during the auditing function.
Retention and Disposal Standards: Files are retained for six years after the contract is cancelled or terminated and then destroyed
RDA Number: 99/004
Related PR#: CPC PRN 912
TBS Registration: 003795
Bank Number: CPC PPU 025

Applications for Employment
Description: This bank contains information on individuals who have submitted a written application for employment to in the Commission for Public Complaints Against the RCMP. The files contain a variety of information that might include completed application forms, résumés letters of reference and the letters acknowledging receipt of these applications.
Class of Individuals: Individuals interested in securing employment with the Commission.
Purpose: These records are consulted when employment vacancies arise.
Consistent Uses: To maintain a record of information relating to applications for employment received from the general public; provide documentation and information used to fill positions; store employment applications for future reference.
Retention and Disposal Standards: These records are kept for two years after the eligible list for a staffing action expires then destroyed
RDA Number: 98/005
Related PR#: CPC PRN 920
TBS Registration: 002641
Bank Number: CPC PPU 010

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Business Continuity Planning (BCP)

Hospitality

Relocation

Security Video Surveillance & Temporary Visitor Access Control Logs & Building Passes

Travel

Manuals

- Commission for Public Complaints Against the RCMP Procedures Manual (Draft)
- Commission for Public Complaints Against the RCMP Rules of Practice and Procedures for Hearings (Draft)

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information on the Commission for Public Complaints Against the RCMP may be directed to:

Sue Kennedy
Access to Information and Privacy Coordinator
Commission for Public Complaints Against the RCMP
P.O. Box 3423, Station D
Ottawa, Ontario K1P 6L4

Reading Room

In accordance with the Access to Information Act, an office has been designated as a public reading room. This room is situated at:

60 Queen Street, Third Floor
Ottawa, Ontario

Copyright Board of Canada

Chapter 57

General Information

Background

The Copyright Board of Canada was created by a series of amendments to the Copyright Act which were proclaimed on February 1, 1989. It replaced the Copyright Appeal Board which had been responsible since 1935 for approving annual tariffs respecting the public performance of music. Bill C-32 (Act modifying the Copyright Act) which received Royal Assent on April 25, 1997, modifies the mandate of the Board by adding the responsibilities, among others, for the adoption of tariffs for the public performance and communication to the public by telecommunication of sound recordings of musical works, for the benefit of the performers of these works and of the makers of the sound recordings ("the neighbouring rights") and for the adoption of tariffs for private copying of recorded musical works, for the benefit of the rights owners in the works, the recorded performances and the sound recordings ("the home-taping regime").

Responsibilities

The Copyright Board of Canada is an independent administrative agency which has been conferred department status for purposes of the Financial Administration Act. Its mandate stems from the Copyright Act.

The Copyright Board of Canada plays a major role in the collective administration of copyright, particularly where the public performance and the communication to the public, by telecommunication, of musical works, as well as the retransmission of distant radio and television signals are concerned. The Board plays a surveillance role in three ways with respect to collective societies which administer very large repertoires of work created by a multitude of originators both in Canada and in other countries: as an economic regulatory body, by approving tariff proposals by the various copyright collective societies; as an arbitrator in private disputes; and as an arbitrator of the public interest.

The Board's principal mandate is to set royalties which are fair and reasonable for both copyright owners and the users of copyright-protected works, as well as issuing non-exclusive licences authorizing the fully legal use of works when the copyright owner cannot be located.

The Board reports annually to Parliament through the Minister of Industry.

Legislation

- Copyright Act, R.S.C. (1985), c. C-42
- Local Signal and Distant Signal Regulations
- Retransmission Royalties Criteria Regulations
- Programming Undertaking Regulations
- Definition of Small Retransmission Systems Regulations
- Definition of "Small Cable Transmission System" Regulations
- Regulations establishing the Period of Royalty Entitlements of Non-members of Collecting Bodies
- Regulations defining "Wireless Transmission System"
- Regulations defining "Advertising Revenues"
- Exceptions for Educational Institutions, Libraries, Archives and Museums Regulations
- Regulations prescribing Networks
- Educational Program, Work and Other Subject-matter Record-keeping Regulations

Organization

The Board consists of a chairman, a vice-chairman and a maximum of three other members, all appointed by the Governor in Council. The Chairman, who must be a judge of a superior, county or district court, directs the work of the Board and apportions its work among the members of the Board. The Vice-Chairman, who is the Chief Executive Officer of the Board, supervises and directs the work of the Board's staff. The Board has a staff of twelve employees, two of whom report to the Chief Executive Officer: the Secretary General and the General Counsel.

Information Holdings

Program Records

Accounts Payable Files
Description: These files contain records of payments, and financial details thereof; and account numbers of individuals or firms which supply goods and services.
Topics: Suppliers of goods and services to the Copyright Board of Canada.
Program Record Number: CBC SEC 040

Copyright Board of Canada Records
Description: These records contain the documentation related to the processing of a tariff proposal or licence application before the Copyright Board of Canada, including all the papers, submissions, evidence and exhibits provided by the parties and intervenors before, during and after the hearing. Decisions of the Board, the reasons for the decisions, notices of any proceedings before a higher court and decisions of the higher courts; agreements between collective societies and users filed with the Board also form part of the record.
Topics: Collective societies representing copyright owners. Objections by users of copyrighted works administered by collective societies. Applications for arbitration, when the parties (collective society or user) are unable to agree on the royalties or the related terms and conditions. Applications for non-exclusive licences to use published works, fixed performances, published sound recordings and fixed communication signals when the copyright owner is unlocatable.
Program Record Number: CBC SEC 035

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Audits

Acts and Legislation

Administration

Administration and Management Services

Budgets

Buildings

Classification of Positions

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Occupational Health, Safety and Welfare

Official Languages

Personnel

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Particular Personal Information Banks

Applications for Employment
Description: This bank contains information on individuals who have submitted an unsolicited application for employment to the Copyright Board of Canada. The files contain information that might include applications, résumés, letters of reference and letters acknowledging receipt of the applications.
Class of Individuals: Individuals interested in securing employment with the Board.
Purpose: These records are consulted when employment vacancies arise.
Consistent Uses: This bank may be used for future recruitment.
Retention and Disposal Standards: These records are kept for two years and then destroyed.
RDA Number: 98/005
Related PR#: CBC PRN 920
TBS Registration: 003001
Bank Number: CBC PPU 010

Copyright Appeal Board Records
Description: The record contains the documentation related to the processing of any action before the former Copyright Appeal Board

including all the papers, submissions, evidence and exhibits provided by the parties in the action before, during and after the hearing. Decisions of the Board, the reasons for the decisions, notices of proceedings before a higher court and decisions of higher courts also form part of the record.
Class of Individuals: Users of copyrighted musical works who have filed objections to proposed statements of royalties for the public performance of music, collective societies representing owners of copyright in musical works, which filed proposed statements of royalties before the Copyright Appeal Board.
Purpose: This bank records the proceedings before the former Copyright Appeal Board.
Consistent Uses: The information in this bank may be used for reference purposes.
Retention and Disposal Standards: These records are retained for an indeterminate period.
RDA Number: To be determined.
Related PR#: CBC SEC 035
TBS Registration: 003066
Bank Number: CBC PPU 020

Letters of Comment
Description: This bank contains the letters of comment the Board receives from the public concerning its decisions.
Class of Individuals: Individuals and organizations who have addressed letters of comment to the Copyright Board of Canada.
Purpose: These records enable the Board to measure the impact of its decisions.
Consistent Uses: The information in this bank may be used for reference purposes.
Retention and Disposal Standards: To be determined
RDA Number: To be determined.
Related PR#: CBC SEC 035
TBS Registration: 003065
Bank Number: CBC PPU 015

Professional and Personal Services Contracts
Description: This bank contains the contracts entered into, types of services rendered, length of contracts, money expended, the social insurance number of individuals on contract, the actual contracts and supporting documents.
Class of Individuals: Individuals hired under personal service contracts by the Department.
Purpose: The bank is used for accounting, reference and statistical purposes.
Consistent Uses: The bank may be used to do research for future contracts.
Retention and Disposal Standards: Files are retained for six years and are then destroyed.
RDA Number: 99/004
Related PR#: CBC PRN 914
TBS Registration: 003067
Bank Number: CBC PPU 025

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Hospitality

Personnel Security Screening

Relocation

Travel

Classes of Personal Information

Copyright Board of Canada Information Distribution

Files are kept on individuals and organizations to whom decisions, publications and other material generated by the Copyright Board of Canada are distributed. The specific information filed comprises: name, address, telephone number and official language preference of the individual or organization, and the material that is distributed. The information pertains to individuals who have requested information and to persons involved in the field of copyright designated by the Copyright Board of Canada for receipt of decisions, publications and other material generated by the Board. This bank serves for distribution, analytical and statistical purposes. Names and records are stored electronically on permanent distribution lists which are updated as the need arises.

Manuals

- Copyright Board of Canada Procedures
- Unlocatable Copyright Owners Brochure
- Administrative Guide

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Board and its various activities, programs and publications may be directed to:

Manager, Corporate Services
Copyright Board of Canada
56 Sparks Street, Suite 800
Ottawa, Ontario K1A 0C9

Telephone: 613-952-8621
Facsimile: 613-952-8630
E-mail: secretariat@cb-cda.gc.ca
Internet: www.cb-cda.gc.ca

Reading Room

The Board's library has been designated under the Access to Information Act as a public reading room. The address is:

56 Sparks Street, Suite 800
Ottawa, Ontario

Correctional Service of Canada

Chapter 58

General Information

Background

In 1977, the Correctional Service of Canada (CSC) was formed through the amalgamation of the Canadian Penitentiary Service and the National Parole Service.

Responsibilities

The Correctional Service of Canada, as part of the criminal justice system and respecting the rule of law, contributes to public safety by actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure and humane control.

The Correctional Service of Canada provides programs for offenders from admission until the expiration of their sentence. In order to carry out its responsibilities, the Correctional Service creates files to hold information on offenders, correctional facilities, organizations and occurrences that affect or may affect it in the carrying out of its mandate. Information must be collected from and shared with numerous sources, such as other components of the criminal justice system, as is explained in the section "General Information on Data Matching/ Data Sharing", at the end of this chapter.

Legislation

- Canadian Human Rights Act, R.S.C. 1985, c. H-6
- Corrections and Conditional Release Act, S.C. 1992, c. C-20
- Corrections and Conditional Release Regulations, SOR/92-620
- Criminal Code R.S.C., 1985, c. C-46
- Criminal Records Act. R.S.C. 1985, c. C-47
- Prisons and Reformatories Act. R.S.C. 1985, c. P-20
- International Transfer of Offenders Act. S.C. 2004. c. 21
- Youth Criminal Justice Act. S.C.2002, c.1

Organization

Communications and Citizen Engagement

The Communications and Citizen Engagement Sector acts as the focal point for communication initiatives in CSC working in close collaboration with the regions. One of the Sector's key priorities is to raise Canadian public awareness about correctional issues. It also promotes consultation and positive and creative interaction between CSC and a number of outside communities and key stakeholders. The Sector provides communications planning and advice; handles relations with the media; and offers a variety of multimedia services to its clients, including Web, exhibits, publications, photography and linguistic services.

The Communications and Citizen Engagement Sector is responsible for engaging a wide range of communities in the reintegration of offenders. Specifically, the Sector provides leadership in the areas of Citizens' Advisory Committees, Federation of Canadian Municipalities, volunteers, Lifeline, non-governmental agencies involved with communities and CSC National Reintegration Assistance Class. Contribution Program.
In addition, the Sector provides: direct support and secretariat services to the National Executive Committee of the Citizens' Advisory Committees and to the National Volunteer Association; manages the CSC National Reintegraiton Assistance Class Contribution Program and approval process for both national and Aboriginal contributions.

Strategic Policy and Human Rights

The Strategic Policy and Human Rights Sector is responsible for strategic planning and strategic policy as well as offender rights, redress and resolution of offender concerns. Specific responsibilities of this Sector include the legislative agenda (e.g. Correctional and Conditional Release Act and Regulations), issues raised by the Correctional Investigator, issues relating to human rights and to the Access to Information and Privacy Acts.

Corporate Services

The Corporate Services Sector is responsible for information management and technology,

technological and operational support, technical services, facility planning, long-term capital plan, design and construction program, real property management, finance and material management. More specifically, this Sector provides all goods and services (food, clothing and housing), technology, engineering, finance, administration, procurement, information management, maintenance and capital program management services to support correctional facilities and activities.

Correctional Operations and Programs

The Correctional Operations and Programs Sector is responsible for the integrity of community and institutional operations and correctional programs across the Correctional Service of Canada, and for improving the delivery of safe corrections. More specifically, this Sector is responsible for: aboriginal issues; chaplaincy; health services; offender reintegration and correctional programs (e.g. sex offender, education, substance abuse, living skills and personal development programs); operational support; operational and departmental security (e.g. personnel security screening, baseline security requirements, readiness levels, business continuity planning, employee protection and investigations of security breaches and incidents), victims issues and CORCAN.

CORCAN is a Special Operating Agency within CSC which provides employment and employability skills to offenders incarcerated in federal penitentiaries and, for brief periods of time, after they are released into the community. The goal is to improve offenders' job readines so they can find and keep a job when they leave prison and safely reintegrate back into society and re-entry into the labour market.

Executive Secretariat

The Executive Secretariat is responsible for the daily liaison with the Office of the Minister of Public Safety and Emergency Preparedness in regards to correctional issues, ministerial liaison and parliamentary relations. The Secretariat coordinates and prepares responses to correspondence addressed to the Commissioner and the Minister.

Human Resource Management

The Human Resource Management Sector is responsible for the identification, resolution and implementation of human resource activities and for providing interpretations of related policies, directives and guidelines. Overall this Sector is responsible for labour relations; learning and development; knowledge management; employee assistance programs; awards and recognition; occupational safety and health; executive resourcing, corporate classification, recruitment and staffing; official languages and employment equity; human resources services for National Headquarters; human resource systems and strategic human resource planning.

Incident Investigations Branch

The Incident Investigations Branch is responsible for conducting investigations into incidents that affect the security and/or safety of the public or staff or an offender and/or the operations of the Service and ensure lessons learned from the review and analysis of incident reports are integrated into organizational practices.

Legal Services

This Sector is responsible for providing a variety of in-house legal services to the Commissioner and staff of the Correctional Service of Canada in connection with matters relating to the operations of the Service and provides interpretations of related acts, regulations, policies, directives and guidelines.

Office of the Commissioner

The Commissioner, as the Senior Executive Officer of the Correctional Service of Canada, is accountable to the Minister of Public Safety and Emergency Preparedness in managing and guiding the policies and programs of the Service.

Office of the Deputy Commissioner for Women

The Women Offender Sector is responsible for the effective policy and program development, implementation and ongoing program delivery for women offenders sentenced to two years or more.

Office of the Senior Deputy Commissioner

The Senior Deputy Commissioner supports the Commissioner in the management and direction of the Correctional Service of Canada to achieve the Service's program objectives.

Performance Assurance

The Performance Assurance Sector is responsible for internal audits, evaluation, internal disclosure, informal conflict management system, risk management and accountability and performance

measurement. The sector is the single window for corporate reporting to central agencies, within the department and to external clients and is also responsible for providing performance measurement tools and advice for the regions and sectors of the Correctional Service of Canada. As well, the sector is responsible for the Office of Values and Ethics which manages activities associated with the Internal Disclosure of Wrongdoing in the workplace and Informal Conflict Management System.

Regions

Five regional offices, located in the Atlantic, Québec, Ontario, Prairies and Pacific Regions, are responsible for administering the operations of correctional institutions and the supervision of offenders. These offices are responsible for implementing national policies and programs; developing regional policies, plans and programs for performance measurement, human resource and financial management, federal/provincial relations, liaison with the Commissioner's Office, public consultation, and provision of information to the media, elected officials, interest groups and the public.

Each Region is comprised of correctional facilities classified as maximum, medium and minimum security; women's facilities, district offices, parole offices and community correctional centres. These facilities are responsible for the delivery of programs, secure housing and safe reintegration of offenders by implementing both national and regional policies and programs and for participating in the formulation of corporate policy and plans, and ensuring their appropriate implementation.

Information Holdings

Program Records

Communications and Citizen Engagement

Citizens' Advisory Committees
Description: Information on policy formulation, planning, minutes and recommendations of Citizens' Advisory Committees.
Topics: CD 023; memberships and appointments; national conference of Citizens' Advisory Committees (CACs) – constitution; minutes, recommendations; progress reports; annual report; National Executive Committee of CACs – minutes; newsletters; orientation program for CAC, pamphlet.
Access: Files are arranged by subject matter and file number
Format: Electronic and paper case files.
Program Record Number: CSC CCE 010

Communication Services
Description: Information on all issues related to corrections through various means.
Topics: Mailing and distribution lists; biographies – media relations, press clippings, press releases, photographs, radio and television transcripts, slides and films, corpus, administrative index, list of coming events; newspapers, magazines, periodicals, public awareness events, articles, bulletins, guides, newsletters and manuscripts for publication; forums, exhibitions and fairs – displays and models, Speakers Bureau.
Access: Files are arranged by date, subject or title.
Format: Electronic (including digital), paper and database.
Program Record Number: CSC CCE 020

Federation of Canadian Municipalities
Description: Information on meetings, minutes and policy formulation, planning, recommendations of the Federation of Canadian Municipalities.
Topics: Memberships and appointments of the FCM/CSC/NPB Joint Committee on Community Corrections; terms of reference, minutes, objectives, recommendations; presentations, progress reports; annual report; participation at national conference an municipal expo of FCM.
Access: Files are arranged by subject matter and file number.
Format: Electronic and paper case files.
Program Record Number: CSC CCE 030

Grants and Contributions
Description: Information for the general public on grants and contributions.
Topics: Treasury Board policy on Transfer Payments, Terms and Conditions of CSC National Reintegration Assistance Class Contribution Program; Terms and Conditions of CSC National Aboriginal Reintegration Assistance Class Contribution Program; requests for contributions; contribution agreements; minutes from National Contribution Program Committee meetings; National Annual Plan; Report on correctional results.
Access: Files are arranged by fiscal year and organization.
Format: Electronic and paper case files.
Program Record Number: CSC CCE 040

LifeLine
Description: Information on the history and development of the LifeLine program, present service delivery, mission statement, strategic framework, and partners.
Topics: Donner Report; Perron Report; Implementing the LifeLine Concept: Report of the Task Force on Long-Term Offenders; W6; Code of Ethics; Judicial Review – A Guide for People Serving Life 15-25; LifeLine info-kit.
Access: Files are arranged by subject matter
Format: Electronic and paper case files.
Program Record Number: CSC CCE 050

Multimedia
Description: Information on the management of publications, including their printing, binding, editing, compilation, distribution and posting on the Internet or on the Intranet.
Topics: Editing and printing, distribution and requests for publications; eg. of publications: Let's Talk.
Access: Files are arranged by date.
Format: Electronic and paper.
Program Record Number: CSC CCE 060

Operations
Description: Information on the operations of CSC in general.
Topics: Publications (eg. Mission Statement, Overview of CSC, Basic Facts); videos, speakers binder.
Access: Files are arranged by title.
Format: Electronic and paper.
Program Record Number: CSC CCE 070

Volunteers
Description: Information on volunteers – general public and inmates.
Topics: Terms of reference of the National Volunteer Association; National/Regional Evaluation Act Plan; Awareness program; Hamilton volunteer project; insurance; policy development; recognition of volunteers as sponsors in temporary absence and pre-release; Family Visiting Project – accommodation, female offenders, international programs, review board, statistics, steering committee and consultation group, comments from outside organizations; reference handbook for volunteers, volunteer orientation package; volunteer conference, federal/provincial seminar on volunteers in corrections, Ontario Ministry of Correctional Services volunteer programs. Taylor Award and Effective Corrections Volunteers.
Access: Files are arranged by subject matter
Format: Electronic and paper case files.
Program Record Number: CSC CCE 080

Strategic Policy and Human Rights

Access to Information and Privacy
Description: Records on the implementation of the regulations governing access to the Department's recorded information on the following: policies, procedures, interpretations and regulations relating to the privacy of and access to the Department's recorded personal and administrative information.
Topics: Personal Information Index; Access Register; statistics; decentralization; recentralization; reading rooms administration; Privacy Commissioner's enquiries – complaints; preparation for compliance; procedures; collection of information; delegation of authority; disclosure – under paragraph 8(2)(m) of the Privacy Act, exemptions; time limits; language; reading rooms; investigative bodies; review of the Access to Information Act and the Privacy Act.
Access: Files are arranged by subject matter.
Format: Electronic and paper files.
Program Record Number: CSC CDS 010

Rights, Redress and Resolution
Description: Information on the management of rights, redress and resolution.
Topics: Privacy, Access to information, transparency accountability, Canadian Human Rights Commission; United Nations prisons rules and international convention; Offender Grievance Manual and, Ombudsman.
Access: Project files are arranged alphabetically by project name and complaint files are arranged by the offenders last name
Format: Paper and electronic files.
Program Record Number: CSC CDS 020

Strategic Planning
Description: Records on the development and implementation of CSC strategic plans.
Topics: Environmental Scanning, Commissioner's strategic agenda, Permanent Briefing Book, Standing Committee preparation for appearances, CSC Overview, CSC Overview – Women Offenders, Legal Risk Management, Report on Plans and Priorities, Integrated Management Framework, PRAS, Modern Comptrollership, Alternate Service Delivery and call letters.
Access: Files arranged by subject matter and report title.
Format: Electronic and hard copy.
Program Record Number: CSC CDS 030

Strategic Policy
Description: Records on the development of legislative and regulatory amendments, strategic policy,and horizontal policy initiatives.
Topics: Corrections and Conditional Release Act, Corrections and Conditional Release Regulations and project files are arranged by the name of the project.
Access: Files arranged by subject.
Format: Electronic and hard copy files.
Program Record Number: CSC CDS 040

Corporate Services

Buildings – Fire Safety
Description: Information on all aspects of fire safety.
Topics: Fire safety awards program and fire prevention week; fire investigation reports; respiratory protection program; fire protection agreements; fire protection engineering standards; fire tests; automatic sprinklers alarm system; fire loss analysis; Fire Commissioners' inspection reports; Correctional Service of Canada fire inspection reports; Fire Safety Manual.
Access: Files are arranged by report numbers and by subject
Format: Electronic and paper case records
Program Record Number: CSC CSS 010

Capital Program
Description: Information on CSC Long-Term Capital Plan, Construction Program and construction projects.
Topics: CSC Long Term Capital Plan and budget, CSC Construction Program, site specific construction projects (costs, budgets and schedules), construction project management, capital project approvals, design and construction policies and administrative procedures and construction project records.
Access: Files are arranged by project number.
Format: Electronic and paper case files.
Program Record Number: CSC CSS 020

Electronics and Telecommunications – General
Description: Information on the provision of electronics and telecommunications services.
Topics: Communications – Government Telecommunications issues (GTIS), call code cards, institutional intercom and public address, automated office communications; radio and television – security control radio, inmate radio and television (departmental and personal), two-way radio; telephone – directories, emergency directories, installations and relocations, commercial and departmental telephone system, long distance, intercity direct lines, conference telephone; facsimile and voice mail, inmate telephone systems.
Access: Files are arranged by report title, project number and numerically.
Format: Electronic and/or paper files.
Program Record Number: CSC CSS 030

Electronics and Telecommunications – Security
Description: Information on the acquisition, installation and operation of security electronics equipment.
Topics: Integrated Communication and Control System – sub-systems, acceptance test procedures, standard operation procedures (SOP), main communication and control posts (MCCPs); institutional detection and alarm call system – closed-circuit television (CCTV) switching logic, fire-smoke alarm, nurse call system, intrusion detection, motion and fence detection systems; electric-field fencing; personal portable alarm, personal alarm location systems; contraband detection systems including x-ray equipment, metal detectors, drug and alcohol detection equipment; the selection, application and use of concealed person detection equipment; access control and the application of biometric technologies; panic alarm, inmate cell call; technical surveillance – voice and telephone monitoring.
Access: Files are arranged by report title, project number and numerically.
Format: Electronic and/or paper files.
Program Record Number: CSC CSS 040

Equipment
Description: Information on the acquisition of equipment.
Topics: Equipment on loan; photographic and video equipment; farm equipment and machinery; kitchen equipment; laundry equipment; physical education and recreation; audio-visual; fire safety; electronic equipment inventory; security equipment; micrographic equipment products data; health care equipment; drugs and medical devices; inventory of fire fighting equipment; boiler equipment; data processing equipment – computers, computer terminals; maintenance and repairs – office appliances, electronics equipment, electronics maintenance test equipment, preventive maintenance; films, nursing equipment; office appliances – calculating machines, tape recorders, typewriters, photocopying equipment, word processors and testing and evaluating security equipment and systems.

Access: Files are arranged by report title, project number and numerically.
Format: Electronic and/or paper files.
Program Record Number: CSC CSS 060

Facilities Planning, Design and Standards
Description: Information on the planning, design and construction of correctional facilities.
Topics: Accomodation guidelines, technical standards, institutional master plans, project design requirements, standard designs, specific facility planning and design projects, facility-related studies, facility models and concepts, post-occupancy evaluations of correctional facilities, policies pertaining to correctional facility planning and design, technical review of plans and designs, quality control of design and construction work, technical studies (feasibility, cost-benefit, life-cycle, asset condition, impact analysis), research, identification, testing and certification of products, special materials and components.
Access: Files are arranged by Subject Name, Project Name and Responsibility Centre Numbers.
Format: Electronic and paper case files.
Program Record Number: CSC CSS 070

Food Services
Description: Information on the supply of foodstuffs and the administration of the Food Services Program.
Topics: Foods – canned goods, fruits and vegetables, meat, fish and poultry, dairy products (includes milk, butter, cheese and eggs); Food Services Program – ration scale, menu sheets, messing, Christmas bags, religious diets, Food Service Manual, Diet Manual, ration control system, food testing, recipes, approved product list, and other food service related correspondence.
Access: Files are arranged by report title, project number and numerically.
Format: Electronic and/or paper files.
Program Record Number: CSC CSS 080

Health Care Equipment
Description: Information on the acquisition of health care equipment.
Topics: Dental, optical, physiotherapy, first aid kits; X-ray facilities and equipment; psychiatric and health care centres – beds (other than cell, dormitory, and household), X-ray, operating room; drugs and medical devices – narcotics and controlled drugs, inspections by the Health Department; drug formularies; drug utilization reviews; monitored drug distribution systems; patient compliance and counselling; pharmaceutical services.
Access: Files are arranged by subject matter.
Format: Paper files
Program Record Number: CSC CSS 090

Heating
Description: Information on the provision of heating utilities.
Topics: Heating fuels – coal, diesel oil, fuel oil; natural gas; propane gas; wood; heating plants – boiler and furnace, monthly performance statements, boiler and pressure vessel inspection, boiler feed water treatment, boiler tune-up retrofit program, buried piping and tunnels, heating plant equipment; heating ventilation and air conditioning – heat distribution system, monitoring and control systems, ventilation, building environment control.
Access: Files are arranged by subject matter.
Format: Paper files
Program Record Number: CSC CSS 100

Information Management/Information Technology
Description: Information on the development and management of all aspects of information technology and infrastructure that support the business requirements of CSC, including the management of hardware, software, IT security, telecommunications and all stored information. Information supporting the full life cycle of both equipement and information.
Topics: Project correspondence, plans and reports, budgets and expenditures, contracts, system documentation, computer hardware, software, telecommunications and IT security.
Access: Files are arranged by subject matter and date.
Format: Electronic and paper case files.
Program Record Number: CSC CSS 110

Institutional Services
Description: Information on the procurement services required by institutions.
Topics: Clothing – officer clothing, inmate clothing, report on stock of cloth for officers' uniforms; furniture and furnishings – kitchen smallware; cell and dormitory – beds and bedding, lighting fixtures, lockers, chairs, sofas; household – beds and bedding, chesterfields, chairs, sofas; office – filing cabinets and security shells, desks, tables and chairs, drapes and venetian blinds, wall furnishings (pictures, plaques).
Access: Files are arranged by report title, project number and numerically.

Format: Electronic and/or paper files.
Program Record Number: CSC CSS 120

Materiel Management
Description: Information on overall materiel management.
Topics: Equipment and supplies – agreements and guarantees; accounting and inventories – boards of survey, overages and shortages, stock-taking; electronic equipment inventory; catalogues, manuals, price lists – office equipment and supplies, tool and equipment manual; Technical Services Manual; disposal and surplus – condemnation, transfer of material to other government departments, write-offs; drawings and specifications – buildings; industrial drawings; Canadian General Standards Board.
Access: Files are arranged by project number.
Format: Electronic and paper contract files.
Program Record Number: CSC CSS 130

Procurement
Description: Regulations, instructions and procedures relating to procurement.
Topics: Procurement – purchasing and requisitioning procedures and methods, Public Works and Government Services Canada customer manual, scale of issue – drugs and medical devices, medical supplies; firearms and chemical agents of new security equipment and systems; tender lists; contracts; local purchase orders; requisitions; standing offer agreements.
Access: Files are arranged by project number.
Format: Electronic and paper contract files.
Program Record Number: CSC CSS 140

Real Property Management
Description: Information on CSC properties and bulidings.
Topics: Property and building and cell statistics, real property transactions (acquisitions, disposals, easements, leases, licenses), heritage and historic site designations, accessibility provisions, real property databases and drawing inventory, building and site plans, building and site photographs, surplus properties list, real property records, Payment In Lieu of Taxes (PILT) records, parole office – leased accommodation, policies and standard operating practices related to real property, Capital Assets – Valuations and Asset Life.
Access: Files are arranged by Responsibility Centre Numbers and Facility Names.
Format: Electronic and paper case files.
Program Record Number: CSC CSS 050

Recorded Information Management
Description: Records on the development and implementation of the Recorded Information Management program, as well as the related procedures, work instruments, and systems; and records on the development and approval of retention and disposal schedules for the Department's recorded information.
Topics: Records Classification and Scheduling Plan for administrative records (administration generally, buildings and properties, equipment and supplies, finance, personnel, operations in general, programs for offenders, inmate education, training and employment, security, health care and medical services); Offender Records System for offender information, information distribution, forms analysis and design, records improvement, records procedures; retention and disposal schedules; accessions and disposal authorizations – historical records, statistics; personnel records; offender records – pardons.
Access: Files are arranged by subject matter, name and numerically.
Format: Electronic database and paper files.
Program Record Number: CSC CSS 150

Supplies
Description: Information on the purchase of supplies.
Topics: Badges, emblems, crests, flags; training aids; supplies; returnable containers; building materials – hardware and paint, lumber and plywood, electrical, plumbing and pipefitting; cleaning and personal hygiene supplies – institutional cleaning supplies, inmate hygiene supplies; forms; requisitions; heating and cooking fuels – coal, furnace or stove oil, gas; motor fuels – gasoline, diesel fuel, oil and lubricants, antifreeze; shop supplies – cloth textiles, leather and bindings, hardware and paints, lumber and plywood, metals, welding supplies and chemicals; stationery.
Access: Files are arranged by project number.
Format: Electronic and paper contract files.
Program Record Number: CSC CSS 160

Technical Services
Description: Information on the management of the environmental program, engineering services, provision of electronic, telecommunication equipment, clothing and food services, utilities, vehicles.
Topics: Security electronics;utilities; vehicles; vehicle parking; supplies; recorded information; institutional services; clothing; food services; heating; fire safety.

Access: Files are arranged by report title, project number and numerically.
Format: Electronic and/or paper files.
Program Record Number: CSC CSS 170

Translation Services
Description: Provision of translation services for both official languages.
Topics: Translation for both official languages; translation from and into other foreign languages; provision of translation services and linguistic quality control of all policy documents; publication of policy documents.
Access: Files are arranged by report title, project number and/or numerically.
Format: Electronic and/or paper files.
Program Record Number: CSC CSS 180

Utilities
Description: Information on the provision of utilities.
Topics: Utilities – refrigeration; conservation of energy – reports, solar energy, wood and waste products (biomass); electric power – electrical distribution system, auxiliary power, generators, flood-lighting; garbage disposal – garbage dumps, incinerators; water and sewage – filtration and water treatment plant, plumbing systems, water mains, sewers and drains; water towers and reservoirs; wells; bacteriological examination of water and milk.
Access: Files are arranged by report title, project number and numerically.
Format: Electronic and/or paper files.
Program Record Number: CSC CSS 190

Vehicle Parking
Description: Information on vehicle parking.
Topics: Regulations; application; permits.
Access: Files are arranged by report title, project number and numerically.
Format: Electronic and/or paper files.
Program Record Number: CSC CSS 200

Vehicles
Description: Information on the management and provision of government-owned vehicles.
Topics: Fleet management information system; credit card system; licence registration and insurance; maintenance and repairs; operating standards; recall notices; technical bulletins; Propane Conversion Program; vehicle entitlement; procurement; use of government vehicles; alternate fuel program; leasing.
Access: Files are arranged by report title, project number and numerically.
Format: Electronic and/or paper files.
Program Record Number: CSC CSS 210

Correctional Operations and Programs

Aboriginal Initiatives
Description: Information on matters relating to the cultural needs of Aboriginal offenders.
Topics: National Aboriginal Advisory Committee (NAAC), National Elder Working Group (NEWG), National Aboriginal Advisory Committee (NAWG), Annual Performance Report, Aboriginal offender data reports, Aboriginal Publications specific to CSC, continium of services for Aboriginal offenders, Healing Lodges, Section 81&84 Agreements, Heads of Corrections Sub-Comittee, Aboriginal Healing Initiatives, National Aboriginal Day, Aboriginal Liaisons, Aboriginal community Development Officers (ACDO), Métis, Inuit, First nation Initiatives & Research, Urban Reintegration Initiatives, Pathways Strategy, Aboriginal Health Initiatives, Aboriginal policy issues, Aboriginal correctional treatment issues, Sections 79-84, Aboriginal women offenders, Aboriginal Youth, Effective Corrections Initiatives, Northern Inuit Strategy.
Access: Files are arranged alphabetically by subject.
Format: Electronic and paper case files.
Program Record Number: CSC COP 010

Academic Training
Description: Information on schools, university training, extramural courses.
Topics: Correspondence courses; special education; university degree program; computer-assisted learning; native studies.
Access: Files are arranged by subject matter
Format: Electronic and paper files.
Program Record Number: CSC COP 020

Agriculture
Description: Information on the operation of CSC institutional farms, the management of animals, cannery operations and storage of fruits and vegetables, slaughter of cattle and the storage and distribution of meat.
Topics: Agribusiness – enterprise operations – dairy, poultry, beef, pork, grain and forage, field vegetables, greenhouses, trout, abattoirs, processing, storage, transportation; inspection – dairy, eggs, meat and abattoir, horticulture, trout; reports.
Access: Files are arranged by subject matter.
Format: Electronic and paper files.
Program Record Number: CSC COP 030

Benefits, Incentives and Pay Administration Plan
Description: Information on inmate pay, work incentives and the pay administration plan.
Topics: Incentives; Inmate Employment and Pay Administration Plan – operations, classification and compensation, overtime, Inmate Employment Board reports, Inmate Employment and Pay Administration Manual, monitoring, regional budgets, position placement guidelines, conference calls minutes and agendas, forfeiture of pay for damages; classification and compensation; pay plan system – employment and pay information system, attendance, inmate pay procedures, education and training, pay plan, automated document processing pay plan, inmates on construction projects, hourly pay planning framework, newsletter/staff bulletin, zero pay, enhancement to inmate pay reports; Special Handling Units; post-release – bonding, employment services for ex-offenders, employers of ex-offenders.
Access: Files are arranged by subject matter, name and date.
Format: Electronic and paper files.
Program Record Number: CSC COP 040

Case Management
Description: Information on the assessment of inmates and the development of a correctional plan for the offender.
Topics: Pre-sentence and post-sentence report; police and court information; assessment of inmates – security classification and re-classification, individual program planning.
Access: Files are arranged by subject matter.
Format: Electronic and paper files.
Program Record Number: CSC COP 050

Chaplaincy
Description: Information on spiritual programs and services provided to assist offenders during incarceration and reintegration.
Topics: Interfaith Committee on Chaplaincy; accommodation of religious and spiritual needs of diverse faith groups, religious diets; restorative justice, contracting for chaplaincy services – community chaplaincy; circles of support and accountability, Chaplain's Handbook.
Access: Files are arranged by subject matter
Format: Electronic and paper case files.
Program Record Number: CSC COP 060

Community Relations and Special Projects
Description: Information on working relationships with private sector agencies such as the John Howard and Elizabeth Fry societies for services such as parole supervision and residential services.
Topics: Associations – aftercare services contracts; grants to aftercare agencies.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 070

Community Residential Centres
Description: Information on the operational aspects of community correctional centres and community residential centres for parole supervision; includes provincial liaison.
Topics: Guidelines for community residential centres (CRCs); directory; report on CRC usage; national standards for CRC Task Force; use of Parole Board seal; evaluation of CRC and agencies; community assessment and parole supervision – provincial.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 080

Contingency Emergency Plans
Description: Information on action to be taken in the event of any emergency causing a disruption of the institutional routine and operational activity.
Topics: Civilian assistance; military assistance; RCMP assistance; emergency response teams; riots and major disturbances; bomb threats; procedures during labour disputes; Operations Centre, National Headquarters; crisis management development.
Access: Files are arranged by subject matter and/or numerically.
Format: Electronic and paper case files.
Program Record Number: CSC COP 090

Contraband and Dangerous Substances
Description: Information on the entry into or discovery of unauthorized material in institutions, and the control of dangerous substances within the institution.
Topics: drugs.
Access: Files are arranged by subject matter and date.
Format: Electronic and paper case files
Program Record Number: CSC COP 100

Dental Services
Description: Information on dental laboratories and dental care provided to offenders.
Topics: Dental service, dental laboratories.
Access: All dental records are filed on offender health care files.

Format: Paper files
Program Record Number: CSC COP 110

Departmental Security
Description: Information on the provisions of departmental security services.
Topics: Physical security standards; personnel screening standards; classified and designated information; security and contract management; security and contingency management; provision of a personnel and inmate identification system; threat and risk assessments for buildings and programs; counter-technical intrusion inspection; COMSEC materials.
Access: Files are arranged by subject matter and/or numerically.
Format: Electronic and paper case files.
Program Record Number: CSC COP 120

Discipline, Punishment, Segregation
Description: Information on segregation, dissociation and disciplinary measures to be taken in order to maintain institutional routine.
Topics: Bulletins and publications – foreign jurisdictions; dissociation; study groups; recording and reporting system; use of force; segregation; segregation – monthly administrative review; independent chairpersons – workshops, appointments, resignations, fees; offence and punishment summary reports.
Access: Files arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 130

Education and Training
Description: General information on programs designed to improve the inmates' occupational skills.
Topics: Academic and vocational training contracts; teachers; educational testing – academic and vocational; development plan; evaluation; calendar of studies; privatization.
Access: Files arranged by subject matter.
Format: Electronic and paper files.
Program Record Number: CSC COP 140

Emergency Planning
Description: Information on policies and plans for the continuation of the Department's operations in the event of an emergency.
Topics: Accommodation; national shelter program.
Access: Files are arranged by subject matter and/or numerically
Format: Electronic and paper case files.
Program Record Number: CSC COP 150

Government Security
Description: Information on preventive security.
Topics: Security in the Public Service; building security – access control, fire and emergency evacuation, locks, locking devices and issuing of keys; protection services, inmates, parolees, staff, damage, loss and recovery, fingerprinting, inmate name tags.
Access: Files are arranged by subject matter and/or numerically.
Format: Electronic and paper case files.
Program Record Number: CSC COP 160

Health and Hygiene
Description: Information on general matters pertaining to the cleanliness and physical well-being of inmates.
Topics: Accident reports – inmate; barbering; bathing; change room; laundry; occupational therapy; hygiene and sanitation.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 170

Health Services
Description: Information on the medical care of inmates.
Topics: Policy statements on availability of and access to physical and mental health services (including mental health assessments for risk assessment purposes); description of essential and non-essential services; consent to treatment requirements; disclosure of health information; procedural information on the administration/dispensing/storage of drugs and medical supplies; the management of hunger strikes; the prevention of suicide; objectives and procedures detailed in the Health Services Manual; Health Services Standards; technical protocols; other standards, guidelines and bulletins; bleach guidelines; infectious diseases; methadone; dental care standards and post-exposure prophylactics.
Access: Files are arranged by subject matter.
Format: Paper and electronic files.
Program Record Number: CSC COP 180

Hostage Taking
Description: Information on the management of hostage-taking situations.
Topics: Guidelines for the behaviour of hostages; services to families of hostages; statistics.
Access: Files are arranged by subject matter and date.
Format: Electronic, paper case and possibly video.
Program Record Number: CSC COP 190

Incidents
Description: Information on incidents in institutions.
Topics: Assaults; contraband; death; fires; major incidents; statistics – summaries, escapes and recaptures – escapes from escort, plans apprehended, attempted murder, attempted suicide, use of force – gas, physical, weapons.
Access: Files are arranged by subject matter, report number and date.
Format: Electronic, paper case and possibly video.
Program Record Number: CSC COP 200

Industries
Description: General information on industrial operations.
Topics: Automation; Industries Operation Manual; privatization; proposals; warehouses.
Access: Files arranged by subject matter.
Format: Electronic and paper files.
Program Record Number: CSC COP 210

Information and Intelligence
Description: Information on activities considered to have intelligence significance in the maintenance of good order within the institutions; also intelligence information of benefit to law enforcement and correctional agencies.
Topics: Organized crime.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 220

Information Management Projects
Description: Criminal Justice Information Library – CSC's Data Warehouse project collects operational information from CSC's coporate operational systems, including the Offender Management System (OMS), the Integrated Financial and Material Management System (IFMMS), and the Human Resource System, for the purposes of corporate reporting, performance reporting, and research.
Topics: Offender-related, financial-related and HR-related.
Access: Records are arranged by Identification Number.
Format: Database records
Program Record Number: CSC COP 510

Inmate Employment
Description: Information on general matters pertaining to the employment of inmates both within the institution and externally while they are serving a sentence.
Topics: Work assignment boards – grading; internal employment; external employment; employment proposals; master job inventory; work sector guidelines/work standards; inmate requirement per program; monthly reports on employment of inmates; inmate labour on construction projects; performance measurement indicators; Inmate Employment Branch Manual; employment strategy; Special Handling Unit.
Access: Files arranged by subject matter.
Format: electronic database.
Program Record Number: CSC COP 230

Inmate Population Management
Description: Information on procedures for managing the inmate population.
Topics: Escorting of inmates; transportation of inmates by air; protective custody units; special handling units; weekly reports; dangerous offenders – most dangerous, weekly report, murderers, sex offenders.
Access: Files are arranged by subject matter and date.
Format: Electronic and paper case files.
Program Record Number: CSC COP 240

Institutional Library Service
Description: Information on the administration of institutional library services.
Topics: library staff qualifications, physical facilities, equipment, library procedures and routines, basic collections including reference materials and circulation control.
Access: Files are arranged by subject matter.
Format: Electronic and paper files.
Program Record Number: CSC COP 250

Marketing
Description: Information on the development of markets and products.
Topics: Marketing; market development – cataloguing of products, development and distribution of literature, after-sales service, non-customer complaints, product promotion – showroom, product coding, promotional aids; product development – product costing, price change requests, drawings and specifications, packaging, safety, identification; Correctional Service of Canada products; furnishings; maintenance equipment; modular housing; Post Office equipment; recreation and sports equipment; services; specialized equipment; storage and packaging of products; aids for the handicapped; container – waste.
Access: Files are arranged by subject matter.
Format: Electronic and paper files.
Program Record Number: CSC COP 260

Operational Security
Description: Information on general operational security of the institutions.
Topics: Inmate count; institutional security requirements for construction projects; supervision of inmate leisure time activities; preservation of evidence at the scene of a crime; shift briefing; duty rosters; post analysis; team concept; security post in health care centres; surveillance of inmates in community hospitals inmate movement control; use of restraint equipment, situation management model.
Access: Files are arranged by subject matter and date.
Format: Electronic, paper case files and possibly video.
Program Record Number: CSC COP 270

Operations and Quality Control
Description: Information on quality control, quantitative and qualitative performance in the institutions and district offices and application of policy and procedures in the region.
Topics: Quality control and procedure review – audits, board complaints, concerns and comments, inmate enquiries and issues on case management, community enquiries and issues on case management, warrant control records; quality control checklists; Case Management Manual.
Access: Files are arranged by subject matter and date.
Format: Electronic and paper case files.
Program Record Number: CSC COP 280

Policy and Procedures
Description: Information on the development of general policies and procedures.
Topics: Security Policy Framework.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 290

Policy and Procedures – Community Release
Description: Information on the development of policies and procedures in preparation for community release.
Topics: Community Correctional Centre directors' conference; Inmate Manual; community banking; parolee assistance loan fund; deportation; parole – parole offices as releasing institutions, medical insurance for parolees and ex-inmates; programs.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 300

Production Program
Description: Information on manufacturing, inventory control, quality control and quality assurance of products manufactured by CSC.
Topics: Production control – inventory of manufactured goods, advance orders, purchase of materials, order forms, manufacturing authorities, notice of shipment; manufacturing program; inspections – inspection plans, in-process inspections, final inspection, customer complaints; guarantees and warranties.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 310

Provincial Liaison and Accreditation
Description: Information on liaison with provincial governments on accreditation and issue of trades certificates, work placement.
Topics: Inmate education, training and employment; Program Evaluation and Accreditation.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 320

Psychiatric Services
Description: Information on psychiatric care of inmates.
Topics: Mental Health Strategy for Women, prevalence of mental disorders in inmates, substance abuse, suicide.
Access: Files arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 330

Psychological Services
Description: Information on psychological programs testing and treatment of inmates.
Topics: Drug addiction; psychological testing; mentally and behaviourally disordered inmates.
Access: Files arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 340

Reintegration Programs
Description: Information on national programs designed to encourage and assist the use of pro-social skills and attitudes. Information on nationally available interventions that contribute to offenders' successful reintegration into the community and crime prevention.
Topics: Living skills programs, sex offender programs, violence prevention programs, substance abuse programs, aboriginal reintegration programs, women offender programs, ethnocultural services, program inventory, program description,

program availability, program standards, accreditation case files, program evaluation research, staff training program content, program policy.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 350

Release
Description: Information on case preparation for release and case supervision after release.
Topics: Absences – temporary, festive season, escorted, unescorted; discharge; parole – release of inmates, community release, temporary detainees, post-release programs – temporary absence, day parole, parole, statutory release, signing authority for warrants; pre-release programs – intensive pre-release project, temporary absence, day parole, parole, statutory release.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 360

Reports and Statistics
Description: Administrative reports and statistics on industrial operations.
Topics: Inspection reports – quarterly; progress reports on industrial orders; progress reports on clothing and footwear; reports of industrial capacity; sales reports; program situation report; monthly activity report; late delivery reports; work shortage reports.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 370

Research
Description: Research, including public opinion research into medical, psychiatric, psychological and socio-behavioral matters, and into matters involving the operation and delivery of correctional programs and services generally, such as, but not limited to, food services, education, employment, social and cultural development and visiting programs.
Topics: Research Advisory Council; medical; psychiatric; psychological; nursing, etc.
Access: Files are arranged by project name and each Research publication is given a number and filed numerically.
Format: Paper and electronic files.
Program Record Number: CSC COP 520

Sales
Description: Information on the sale of products made by inmates.
Topics: Marketing sales; product samples; authorized individuals; federal departments and agencies; municipal governments; non-profit organizations; provincial departments and agencies; religious organizations; schools.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 380

Security
Description: General information on the security of institutions.
Topics: Correctional officer field notebook; key control; monthly security briefing; penitentiary officer's handbook; Security Branch issues book; Security Manual; tool control; classification of CSC institutions.
Access: Files are arranged by subject matter and date.
Format: Electronic, paper case files and possibly video.
Program Record Number: CSC COP 390

Security Policy of the Government of Canada
Description: Information necessary to grant Reliability Status or Security Clearances to individuals who require access to designated or classified information and assets in our possession in order that they are safeguarded in an appropriate manner. Also information concerning the administration of the Security Policy as initiated by the Treasury Board Secretariat and applied to the Correctional Service of Canada.
Topics: Consent to Disclose Personal Information; names, date of birth, place of birth, address, and sex of employees; criminal records, where applicable, background information provided by employees; results of investigations authorized as part of the Security Screening/Reliability Check process; records of the granting of Reliability Status and Security Clearances; security organization and administration standards; physical security standards; information technology security standards; and Personnel screening standards.
Access: Files are arranged by subject matter and/or numerically.
Format: Electronic and paper case files.
Program Record Number: CSC COP 400

Security Technology
Description: Information on the selection and use of security equipment.
Topics: Security equipment manual; memorandum of understanding RCMP/CSC for firearms maintenance and repair; restraint equipment; scale of issue; regional and institutional emergency response teams; theft or loss of security equipment; contraband screening -x-ray, metal detectors, narcotics identification kits; weapons – registration of firearms, ammunition, rifles and revolvers, selection and use of chemical agents; personal safety devices and protection equipment, shields.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 410

Sentence Management
Description: Documentation of inmates on admission and release, computation of sentences and remission.
Topics: Admissions – admission of foreign nationals; Sentence Administration Manual; documentation of inmates received from provincial prisons; scar notification; interpretation of sentence; auditing of inmate files; numbering of inmates; fingerprinting and photographing of inmates; expiration of sentence; earned remission; statutory remission; discharge; death – suicides; recidivism; pre-sentence report; post-sentence report.
Access: Files arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 420

Shops
Description: Information on the organization, administration and layout of industrial shops.
Topics: Shops – wood, paint, metal, textile, automotive, print.
Access: Files arranged by subject matter.
Format: Electronic database.
Program Record Number: CSC COP 430

Social and Cultural Development
Description: Information on programs designed to enhance the inmate's social, cultural and physical development.
Topics: Associations; entertainment, hobby craft, movies and television, sports activities, concerts put on by visiting groups; physical education and recreation – exceptional people's olympiad; social development programs.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 440

Surveys and Reviews
Description: Information on inadequacies in security operations.
Topics: Security functional review.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 450

Transfers
Description: Information on the actual movement of inmates or groups of inmates.
Topics: Transfer between institutions and regions; transfer to and from provinces; international transfer to and from Canada; international transfers of provincial inmates.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 460

Unit Management
Description: Information on regulations and implementation of the unit management program.
Topics: Unit Management model, roles and responsibilities.
Access: Files are arranged by subject matter and date.
Format: Electronic and paper case files.
Program Record Number: CSC COP 470

Victims
Description: Information on engagement with victims of crime and strategic coordination of victim issues.
Topics: Draft CD 784, Joint National CSC/NPB Victim Office, Joint National CSC/NPB Victim Roundtable Report.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 475

Visits and Correspondence
Description: Information on inmate visitors, the censorship and monitoring of inmate correspondence, reading material, and telephone communication.
Topics: Censorship; conjugal visits; correspondence and gifts; telephone communication; visiting; screening of visitors.
Access: Files are arranged by subject matter, name and date.
Format: Electronic and paper case files.
Program Record Number: CSC COP 480

Vocational Training
Description: Information on commercial training, manufacturing trades, small business courses.
Topics: Commercial courses; apprenticeship and training; pre-employment training; horticultural training; computer technology and data processing; cooking and hospitality occupations; micrographic; word processing; correspondence courses.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 490

Work Opportunities
Description: Information on the administration of work opportunities for inmates.
Topics: Work release, Inmate labour on construction projects; joint ventures – projects involving private sector; forestry – tree nursery reforestation; Employment and Immigration Canada economic growth component; firms operated by inmates – maintenance, food services, laundry, stores.
Access: Files are arranged by subject matter.
Format: Electronic and paper case files.
Program Record Number: CSC COP 500

Executive Secretariat

Correspondence Management
Description: Incoming and outgoing correspondence from the Minister, the Commissioner and Senior Deputy Commissioner.
Topics: Ministerial correspondence; Commissioner and Senior Deputy Commissioner's correspondence; inmate and anonymous correspondence; Question Period Notes; parliamentary issues.
Access: Files are arranged numerically, by subject.
Format: Electronic and paper case files.
Program Record Number: CSC ESS 010

Enquiries
Description: Enquiries made by members of the public, press or Parliament on the Correctional Service of Canada.
Topics: Requests to interview officials or offenders; correspondence received on persons thought to be offenders or awaiting transfer to an institution.
Access: Files are arranged numerically and, by subject matter. Note that the Communications and Citizen Engagement Sector is the contact for acess requests for enquiries from the press and requests to interview officials and the Regional Executive Services are the contact for access requests to interview regional officials or offenders.
Format: Electronic and paper case files.
Program Record Number: CSC ESS 020

Incident Investigation Branch

Investigations
Description: Records on investigations convened by the Commissioner of Corrections, the Director General, Incident Investigations Branch or the Heads of Operational Units into incidents that affect the security and/or safety of the public or staff or an offender and/or the operations of the Service. Lessons learned from the review and analysis of incident reports are integrated into organizational practices.
Topics: The report resulting from each investigation. This includes: the convening order with terms of reference; the facts pertaining to the situation being investigated, as detailed in a chronology; the issues developed during the investigation; the findings of the board members; and the recommendations made on the basis of these findings.
Access: Files are arranged by investigation numbers.
Format: Electronic and paper case files.
Program Record Number: CSC IIB 010

Office of the Deputy Commissioner for Women

Women Offenders
Description: Information related to the management of women offenders.
Topics: General information related to meetings, policies, planning, data on women offenders; budget and resource information; communications; information with respect to various operational and planning committees; institutional and community programs, services and operations; staff training; staffing; federal women's institutions; provincial institutions that house federal women; the Arbour Inquiry; reports of the Auditor General and Canadian Human Rights Commission, etc.; information relating to CSC links to the Elizabeth Fry Society and other non-governmental organizations.
Access: Files arranged by project name and are held under file number 1749.
Format: Paper case files.
Program Record Number: CSC WOS 010

Performance Assurance

Audits
Description: Information on the internal audit program within the Correctional Service of Canada including management of the audit function.
Topics: audit reports; internal audit plans; internal audit programs and questionnaires;external audit reports such as those produced by the Office of the Auditor General.
Access: Files are arranged by Central Registry file numbers.
Format: Electronic and paper case files.
Program Record Number: CSC PAS 020

Ethics and Values and Internal Disclosure and Informal Conflict Management System
Description: Information on the ethics and values, internal disclosure programs and informal conflict management sytem within the Correctional Service of Canada.
Topics: Reports and records relating to the Internal Disclosure program; annual reports of the Internal Disclosure program; documents on the informal conflict management system, minutes of Ethics and Values Committee Meetings.
Access: Files are arranged by case number and by name of individual and by subject matter.
Format: Paper and electronic format.
Program Record Number: CSC PAS 030

Evaluations
Description: Information on the evaluation program within the CSC, including management of the evaluation function, and evaluations into matters involving the operation and delivery of policy, programs and services generally, such as, but not limited to, education, employment, chaplaincy, Aboriginal initiatives, pilot projects, and contributions.
Topics: Evaluation reports of programs, policies, operations and initiatives; annual evaluation plans.
Access: Files are arranged by Central Registry file numbers.
Format: Electronic and paper case files.
Program Record Number: CSC PAS 040

Inquiries, Commissions, or Committees Addressing Correctional Issues
Description: Records on various correctional issues, originated by Boards of Inquiry, Commissions, or Committees.
Topics: Canadian Committee on Corrections – Mr. Justice Ouimet; Commission of Inquiry into the Non-medical use of Drugs; Correctional Planning Committee; Doukhobor problems; Fauteux Committee; Joint Committee of the Senate and House of Commons 1965; Justice and Legal Committee of the Senate and House; Provost Commission on the administration of Justice; inquiry of Joseph E. Nuss into the presentation of live entertainment performances at Archambault Institution and Other Federal Institutions; Report of the Correctional Investigator on Allegations of Mistreatment of Inmates at Archambault; murders and assaults in the Ontario Region; Pepino Inquiry (Feb. 1988); A Follow Up to the Pepino Inquiry (May 1990); Creating Choices (Task Force on Federally Sentenced Women – April, 1990); Task Force on Aboriginal Peoples in Federal Corrections (1990-91); Report of the Panel Appointed to Review the Temporary Absence Program for Penitentiary Inmates (Pepino Inquiry III – March, 1992); Task Force on Violence in Federal Institutions (1992); Commission of Inquiry into Certain Events at the Prison for Women in Kingston (Arbour, 1996).
Access: Files are arranged by Central Registry numbers.
Format: Electronic and paper files.
Program Record Number: CSC PAS 050

Performance Management
Description: Administrative reports and tools on performance measurement. Advice to Executives on Results-Based Mangement, performance monitoring. Reporting to Central Agengies through Departmental Performance Report, RMAF, etc.
Topics: Corporate results, performance reporting, information requests.
Access: Central Registry file numbers.
Format: Electronic and paper copies.
Program Record Number: CSC PAS 070

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Administration and Management Services

Automated Document, Records, Information Management Systems

Business Continuity Plans (BCP)

Hospitality

Human Resources

Information Technology Services

Physical Security

Proactive Disclosure

Relocation

Travel

Particular Personal Information Banks

Access and Privacy Requests

Description: This bank is located at National Headquarters. It contains the information request applications under the Privacy Act and Access to Information Act for records held by the Correctional Service of Canada (CSC), and the replies to such requests and information related to the processing of such requests. As some Privacy requests are processed at the institutional or regional level, records can also be held at those locations. The bank holds requests for consultations from other Government Institutions, requests for corrections, replies to requests for corrections and related documents, information on complaints and breaches and related information. It is emphasized that when requesting access to this bank, in addition to the other data indicated on the standard Personal Information Request form or on the Access to Information form, individuals must give their full name and DOB; with regard to Privacy requests, offenders and ex-offenders will also give their FPS numbers.

Class of Individuals: Individuals who made a formal or informal request to access information held by CSC pursuant to the Privacy Act or the Access to Information Act.

Purpose: To provide background documentation to assist in the resolution of complaints under the Privacy Act and Access to Information Act; also, for research, statistical and evaluation purposes.

Consistent Uses: The bank is used for processing access requests and to report on the number of Privacy and Access requests annually. No data matching occurs. The information can also be used for research, statistical and evaluation purposes.

Retention and Disposal Standards: Records are held for two years following the last use for administrative purposes; they are then destroyed.

RDA Number: 98/001

Related PR#: CSC CDS 010

TBS Registration: 003907

Bank Number: CSC PPU 130

Admission and Discharge

Description: This bank contains admission and discharge records and data on the personal effects of incoming and outgoing offenders. It also encompasses any operational information in this area that may be required by the CSC to carry out its mandate under the relevant statutes.

Class of Individuals: Individuals who are or have been incarcerated in a federal institution.

Purpose: To compile an inventory listing of an offender's cell and stored effects, monies and securities, valuables and other important documents.

Consistent Uses: This bank assists in the processing of claims against the Crown and in accessing the personal effects of inmates. Data matching occurs with law enforcement agencies and provincial authorities. Details on data matching are found under the heading of "Additional Information".

Retention and Disposal Standards: Records are retained until the offender reaches 70 years of age or five years after the last warrant expiry date, whichever is longest. Historical records are transferred to Library and Archives Canada.

RDA Number: 96/048

Related PR#: CSC COP 050

TBS Registration: 001075

Bank Number: CSC PPU 025

Case Management – Community Bank

Description: Since 1991, as a result of the shift of case preparation from the community to the institutions, the CSC gradually introduced a major change to its case management records system. The existing three-bank case management records system, CSC PPU 035 Case Management – Institution "A", CSC PPU 040 Case Management – Institution "B", CSC PPU 030 Case Management – Community was phased out; as a result of the conversion the CSC has one, single ACTIVE case management bank called "CSC PPU 042 Case Management Bank". (a) ALL the records filed before the conversion on the CSC PPU 030 Case Management Community Bank remain active and are transferred to the new "CSC PPU 042 Case Management Bank", (b) the name CSC PPU 030 Case Management – Community Bank disappears; (c) ALL case management records, be they generated from then on in the institution or in the community, are filed on the one, single case management bank CSC PPU 042 Case Management Bank. Therefore, all the CSC PPU 030 Case Management – Community records that were held on the former CSC PPU 030 Case Management – Community Bank are now all on the CSC PPU 042 Case Management Bank. In order to access a CSC PPU 030 Case Management Community Bank the requestor merely has to request the CSC PPU 042 Case

Management Bank and he will thus get all his former CSC PPU 030 Case Management – Community records. Status of CSC PPU 030 Case Management Community Bank for offenders who were under CSC jurisdiction BEFORE the conversion of the case management records system and who DID NOT return under CSC jurisdiction: The CSC PPU 030 Case Management Community Bank remains inactive. This bank remains accessible under the Privacy Act. Status of CSC PPU 030 Case Management Community Bank for offenders who were under CSC jurisdiction BEFORE the conversion but who came back under CSC jurisdiction AFTER the conversion of the case management records system: The CSC PPU 030 Case Management Community Bank is: (a) retrieved from Archives, (b) the name CSC PPU 030 Case Management Community is deleted, (c) the content of this former CSC PPU 030 Case Management – Community Bank is reactivated and the file is renamed CSC PPU 042 Case Management Bank. From then on, the CSC continues filing ALL case management records on the offender on this one, single, CSC PPU 042 Case Management Bank, be they generated in the community or in the institution." This bank contains records and data on an offender's release programs as well as background information on his/her incarceration. It may contain information provided under expressed or implied confidentiality related to the offender's conduct, such as routine police reports, community investigations and information of a general investigative nature. This bank also encompasses any operational information in this area that may be required by the CSC to carry out its mandate under the relevant statutes.

Class of Individuals: Individuals who are or have been incarcerated in a federal institution; or individuals who belong (ed) to a provincial jurisdiction but whose case preparation and supervision are (were) effected by the Correctional Service of Canada (Example: provincial offenders serving time in Nova Scotia).

Purpose: To provide documentation to assist in the decision-making process for parole.

Consistent Uses: This bank is used in the preparation of penitentiary placement and release. Information may be shared with victims or potential victims of offenders, private after-care agencies, government institutions at all levels including foreign governments for the administration of matters such as transfers, employment, education, corrections, health care and social services; for the purposes of applying the Immigration Act; and for monitoring and/or investigating recipients of social benefits such as educational, social welfare and unemployment insurance benefits allocated by municipal, provincial or federal departments; the information may also be shared with accredited domestic and foreign law-enforcement and investigative agencies in the administration or enforcement of the law and in the detection, prevention or suppression of crime generally. Data matching occurs with law enforcement agencies and provincial authorities. Details on data matching are found under the heading of "Additional Information".

Retention and Disposal Standards: Records are retained until the offender reaches 70 years of age or until five years after the last warrant expiry date, whichever is longest. Historical records are transferred to Library and Archives Canada.

RDA Number: 96/048

Related PR#: CSC COP 050

TBS Registration: 001076

Bank Number: CSC PPU 030

Case Management – Institution "A" Bank

Description: Status of CSC PPU 035 Case Management – Institution "A" Bank: Only those individuals who served time under the jurisdiction of the CSC BEFORE the conversion of the case management records system that was gradually introduced since 1991, can have information on the CSC PPU 035 Case Management – Institution "A" Bank. At the time of the conversion of the case management records system, CSC PPU 035 Case Management – Institution "A" was rendered inactive. The CSC PPU 035 Case Management – Institution "A" Bank remains accessible under the Privacy Act. This bank contains sensitive information on all offenders incarcerated in federal institutions. It may contain information provided under expressed or implied confidentiality related to the offender's conduct, such as routine police reports, community investigations and information of a general investigative nature. This bank also holds any operational information in this area that may be required by the CSC to carry out its mandate under the relevant statutes.

Note: Since 1991, as a result of the shift of case preparation from the community to the institutions, the CSC gradually introduced a major change to its case management records system. The three-bank case management records system, CSC PPU 035 Case Management – Institution "A", CSC PPU 040 Case Management – Institution "B", CSC PPU 030 Case Management – Community was gradually

phased out; since the time of the conversion the CSC has one, single ACTIVE case management bank called "CSC PPU 042 Case Management Bank".
Class of Individuals: Individuals who have been incarcerated in a federal institution prior to 1992.
Purpose: To assist in the case management process for the offender.
Consistent Uses: This bank is used in the decision-making process for determining the type of institution in which an offender should be incarcerated and the type of custody; the type and number of escorts required in cases of temporary absences or transfer; plans and progress in regard to preparation for release. Information may be shared with victims or potential victims of offenders, private after-care agencies, government institutions at all levels including foreign governments for the administration of matters such as transfers, employment, education, corrections, health care and social services; for the purposes of applying the Immigration Act; and for monitoring and/or investigating recipients of social benefits such as educational, social welfare and unemployment insurance benefits allocated by municipal, provincial or federal departments; the information may also be shared with accredited domestic and foreign law enforcement and investigative agencies in the administration or enforcement of the law and in the detection, prevention or suppression of crime generally. Data matching occurs with law enforcement agencies and provincial authorities. Details on data matching are found under the heading of "Additional Information".
Retention and Disposal Standards: Records are retained until the offender reaches 70 years of age or until five years after the last warrant expiry date, whichever is longest. Historical records are transferred to Libary and Archives Canada.
RDA Number: 96/048
Related PR#: CSC COP 050
TBS Registration: 001077
Bank Number: CSC PPU 035

Case Management – Institution "B" Bank
Description: Status of CSC PPU 040 Case Management – Institution "B" Bank: Only those individuals who served time under the jurisdiction of the CSC BEFORE the conversion of the case management records system that was gradually introduced since 1991, can have information on the CSC PPU 040 Case Management – Institution "B" Bank. At the time of the conversion of the case management records system, the CSC PPU 040 Case Management – Institution "B" Bank was rendered inactive. The CSC PPU 040 Case Management – Institution "B" Bank remains accessible under the Privacy Act. This bank contains applications submitted by an offender as well as notifications given to an offender on case management and financial matters. It also holds any operational information in this area that may be required by the CSC to carry out its mandate under the relevant statutes.
Class of Individuals: Individuals who have been incarcerated in a federal institution prior to 1992.
Purpose: To record requests and events of short-term significance, such as escorted temporary absence permit, performance notice, application for transfer (inmate), etc.
Consistent Uses: This bank is used in the day-to-day management of offenders. Information may also be shared with victims or potential victims of offenders; information may also be shared for the purposes of applying the Immigration Act; and for monitoring and/or investigating recipients of social benefits such as educational, social welfare and unemployment insurance benefits allocated by municipal, provincial or federal departments; the information may also be shared with accredited domestic and foreign law enforcement and investigative agencies in the administration or enforcement of the law and in the detection, prevention or suppression of crime generally. Data matching occurs with law enforcement agencies and provincial authorities. Details on data matching are found under the heading of "Additional Information".
Retention and Disposal Standards: Records are retained until the offender reaches 70 years of age or until five years after the last warrant expiry date, whichever is longest. Historical records are transferred to Library and Archives Canada.
RDA Number: 96/048
Related PR#: CSC COP 050
TBS Registration: 001078
Bank Number: CSC PPU 040

Case Management Bank
Description: Since 1991, as a result of the shift of case preparation from the community to the institutions, the CSC gradually introduced a major change to its case management records system. The existing three-bank case management records system, CSC PPU 035 Case Management – Institution "A", CSC PPU 040 Case Management – Institution "B", CSC PPU 030 Case Management – Community was phased out; as a result of the conversion the CSC has one, single ACTIVE

case management bank called "CSC PPU 042 Case Management Bank". (a) ALL the records filed before the conversion on the CSC PPU 030 Case Management Community Bank remain active and are transferred to the new "CSC PPU 042 Case Management Bank", (b) the name CSC PPU 030 Case Management – Community Bank disappears; (c) ALL case management records, be they generated from then on in the institution or in the community, are filed on the one, single case management bank CSC PPU 042 Case Management Bank. Therefore, all the CSC PPU 030 Case Management – Community records that were held on the former CSC PPU 030 Case Management – Community Bank are now all on the CSC PPU 042 Case Management Bank. In order to access a CSC PPU 030 Case Management Community Bank the requestor merely has to request the CSC PPU 042 Case Management Bank and he will thus get all his former CSC PPU 030 Case Management – Community records. Status of CSC PPU 030 Case Management Community Bank for offenders who were under CSC jurisdiction before the conversion of the case management records system and who did not return under CSC jurisdiction: The CSC PPU 030 Case Management Community Bank remains inactive. This bank remains accessible under the Privacy Act. Status of CSC PPU 030 Case Management Community Bank for offenders who were under CSC jurisdiction before the conversion but who came back under CSC jurisdiction AFTER the conversion of the case management records system: The CSC PPU 030 Case Management Community Bank is: (a) retrieved from Archives, (b) the name CSC PPU 030 Case Management Community is deleted, (c) the content of this former CSC PPU 030 Case Management – Community Bank is reactivated and the file is renamed CSC PPU 042 Case Management Bank. From then on, the CSC continues filing ALL case management records on the offender on this one, single, CSC PPU 042 Case Management Bank, be they generated in the community or in the institution". This bank contains records, data and sensitive information on all offenders under the responsibility of the Correctional Service of Canada, such as release programs, applications submitted by an offender as well as notifications given to an offender on case management matters. It may contain information provided under expressed or implied confidentiality related to the offender's conduct, such as routine police reports, community investigations and information of a general investigative nature. This bank also holds any operational information in this area that may be required by the CSC to carry out its mandate under the relevant statutes.

Class of Individuals: Individuals who are or have been incarcerated in a federal institution.

Purpose: To provide documentation to assist in the case management process for the offender and the decision-making process for parole and to record requests and events of short-term significance, such as escorted temporary absence permit, application for transfer (inmate), etc.

Consistent Uses: This bank is used in the day-to-day management of offenders and in the decision-making process for determining the type of institution in which an offender should be incarcerated and the type of custody; the type and number of escorts required in cases of temporary absences or transfer; plans and progress in regard to preparation for release. Information may be shared with victims or potential victims of offenders, private after-care agencies, government institutions at all levels including foreign governments for the administration of matters such as transfers, employment, education, corrections, health care and social services; for the purposes of applying the Immigration Act; and for monitoring and/or investigating recipients of social benefits such as educational, social welfare and unemployment insurance benefits allocated by municipal, provincial or federal departments. The information may also be shared with accredited domestic and foreign law-enforcement and investigative agencies in the administration or enforcement of the law and in the detection, prevention or suppression of crime generally. Data matching occurs with law enforcement agencies and provincial authorities.

Retention and Disposal Standards: Records are retained until the offender reaches 70 years of age or until five years after the last warrant expiry date, whichever is longest. Historical records are transferred to Library and Archives Canada.

RDA Number: 96/048

Related PR#: CSC COP 050

TBS Registration: 003195

Bank Number: CSC PPU 042

Claims

Description: This bank contains records on claims by and against the Crown, and debt due to and against the Crown, including the nature of the claim and settlement transactions which may result.

Note: In addition to the requirements specified on the Personal Information Request Form, individuals requesting information concerning them in this bank must specify the institution and the approximate date, and any other identifying data that would help to expedite the processing of their request.
Class of Individuals: Individuals who are or have been incarcerated in a federal institution.
Purpose: To document all claims involving the Crown and federal offenders.
Consistent Uses: This bank is used to assess the validity of claims and to determine monetary settlements for compensation.
Retention and Disposal Standards: Records are retained for 6 fiscal years after all actions relating to the settlement of the claim have been taken and then they are destroyed.
RDA Number: 99/00
Related PR#: CSC CDS 020
TBS Registration: 002675
Bank Number: CSC PPU 120

Discipline and Dissociation
Description: This bank contains discipline and dissociation records and data on disciplinary measures taken against the offender as a result of breaches of institutional regulations, or irregularities. It also encompasses any operational information in this area that may be required by the CSC to carry out its mandate under the relevant statutes.
Class of Individuals: Individuals who are or have been incarcerated in a federal institution.
Purpose: To document disciplinary measures taken against an offender.
Consistent Uses: To assist in the decision-making process for parole, temporary absence and transfer applications as well as in sentence calculation. Data matching occurs with provincial authorities. Details on data matching are found under the heading of "Additional Information".
Retention and Disposal Standards: Records are retained until the offender reaches 70 years of age or until five years after the last warrant expiry date, whichever is longest. Historical records are transferred to Library and Archives Canada.
RDA Number: 96/048
Related PR#: CSC COP 130, 390
TBS Registration: 001079
Bank Number: CSC PPU 045

Education and Training
Description: This bank contains education and training records and data created while an offender is incarcerated in an institution. It also encompasses any operational information in this area that may be required by the CSC to carry out its mandate under the relevant statutes.
Class of Individuals: Individuals who are or have been incarcerated in a federal institution.
Purpose: The purpose of this bank is to document the education and training progress of an offender.
Consistent Uses: The information is used to monitor an offender's education and training progress. Information may be shared with the private sector, other federal departments/agencies, and provincial, regional and municipal levels of government in areas such as corrections, social services, health, education and employment. Data matching occurs with provincial authorities. Details on data matching are found under the heading of "Additional Information".
Retention and Disposal Standards: Records are retained until an offender reaches 70 years of age or until five years after the last warrant expiry date, whichever is longest. Historical records are transferred to the National Archives.
RDA Number: 96/048
Related PR#: CSC COP 140
TBS Registration: 001080
Bank Number: CSC PPU 050

Employer Programs
Description: This bank contains records on individuals, groups, agencies or firms who are involved in creating work opportunities for offenders, such as joint venture projects, or who wish to obtain goods produced and/or services provided by offenders.
Note: In addition to the requirements specified on the Personal Information Request Form, individuals requesting information concerning them in this bank must provide the approximate dates and the institution or the region where they offered their services, and any other identifying data that may expedite the processing of their request.
Class of Individuals: Individuals who are involved in creating work opportunities for offenders.
Purpose: It is used to manage offender employment programs, to record their expenditures and revenues, to market offender goods and services and to provide statistical and other data about these programs. No data matching occurs.
Consistent Uses: This information is used to process the creation of employment opportunities for offenders or the obtention of their products or their services. This data allow the monitoring of offender employment programs and the marketing of their products and services, and can be shared with individuals, groups, agencies or firms who are

involved in such programs.
Retention and Disposal Standards: Retained for six years. Historical records are transferred to Library and Archives Canada.
RDA Number: 98/023
Related PR#: CSC COP 500
TBS Registration: 003349
Bank Number: CSC PPU 095

Employment
Description: This bank contains records and data on an offender's employment within the institution and the community. It also encompasses any operational information in this area that may be required by the CSC to carry out its mandate under the relevant statutes.
Class of Individuals: Individuals who are or have been incarcerated in a federal institution.
Purpose: To evaluate and assess an offender's progress and employability.
Consistent Uses: To monitor and evaluate employment and pay progress. Information may be shared with the private sector, other federal departments/agencies, provincial, regional and municipal levels of government in areas such as corrections, social services, health, education and employment. Data matching occurs with provincial authorities. Details on data matching are found under the heading of "Additional Information".
Retention and Disposal Standards: Records are retained until the offender reaches 70 years of age or until five years after the last warrant expiry date, whichever is longest. Historical records are transferred to Library and Archives Canada.
RDA Number: 96/048
Related PR#: CSC COP 230
TBS Registration: 001081
Bank Number: CSC PPU 055

International Transfers
Description: This bank, located at National Headquarters, contains applications for transfer, offender personal data, family data, citizenship data, case histories, offence data, sentence data, warrant(s) of committal and confirmation of judgement. It may also contain other documents specifically required by individual countries.
Class of Individuals: Canadians who are or have been incarcerated abroad or foreign offenders who are incarcerated in a Canadian federal institution and have requested a transfer to their country of origin.
Purpose: To provide documentation in order to assist and support the decision- making process for international transfers.
Consistent Uses: This bank is used to prepare international transfer cases. Information may be shared with the Department of Justice, Department of External Affairs and Employment and Immigration.
Retention and Disposal Standards: The records are retained until the offender reaches 70 years of age or until five years after the last warrant expiry date, whichever is longest. Historical records are transferred to Library and Archives Canada.
RDA Number: 98/023
Related PR#: CSC COP 460
TBS Registration: 002681
Bank Number: CSC PPU 125

Mother Child Program
Description: This bank permits the storage and retrieval of records and data on a woman offender's participation in the Mother-Child Program while ensuring the rights of children and information concerning children involved in the program are protected. These records are used to document the participation of the woman her child(ren) in the mother-child program and will follow the offender through incarceration and into the community.
Class of Individuals: Women who are or have been incarcerated in a federal institution as well as their children who participate in the program.
Purpose: To maintain a record of the mother and her child(ren)'s participation in the mother-child program.
Consistent Uses: These records are used to document the participation of the offender and her child(ren) in the mother-child program and will follow the offender through incarceration and into the community. They include documents that address application to, participation in and/or termination of the program, all operational, security and program aspects of the woman her child(ren)'s participation in the program, Parenting Agreements, case reviews, health information on the child, information from outside sources (e.g. child welfare agencies), etc.
Retention and Disposal Standards: This bank is retained until the woman reaches 70 years of age or 5 years after the last warrant expiry date, whichever is the longest. Historical records are transferred to Library and Archives Canada.
RDA Number: 96/048
Related PR#: CSC WOS 010
TBS Registration: 005332
Bank Number: CSC PPU 096

Offender Grievances
Description: This bank, at the different levels, contains complaints and grievances presented by offenders; receipt notices and replies by management; testimony by witnesses; legal opinions; investigation and analysis reports; and all correspondence about grievances.
Note: Since this bank does not follow the offender during his/her incarceration, in addition to the requirements specified on the Personal Information Request Form, individuals requesting information concerning them in this bank must provide the location where the grievance was filed (Institution, Regional Headquarters or National Headquarters), and any other identifying data that would help to expedite the processing of their request.
Class of Individuals: Individual who are or have been incarcerated in a federal institution and who have presented a grievance.
Purpose: The purpose of this bank is to record information used in the grievance process through all levels.
Consistent Uses: Information contained in this bank is used exclusively to accommodate and, where possible, resolve grievances through all levels in the grievance process. No data matching occurs.
Retention and Disposal Standards: Individual case files created at the first and second levels are to be kept two years after settlement then destroyed. Individual case files created at the third level are to be kept five years after settlement then transferred to National Archives for historical purposes.
RDA Number: 98/023
Related PR#: CSC CDS 020
TBS Registration: 001584
Bank Number: CSC PPU 082

Offender Health Care
Description: All information held in this bank is held in the personal medical files of inmates. Therefore any use made of or access to that information is permitted only within the strict guidelines of health professionals associations and Canadian legislation that protect private medical information.This bank contains records on an offender's health care within the federal institution and the community; the treatment provided and related information. The records within the bank are segregated into three dockets, namely, medical, surgical, dental, and psychiatric. The dockets contain health care histories, test results and interpretations, X- rays, treatment provided and related information. Information filed on the psychiatric docket includes, although not exclusively, all documentation prepared on an offender to determine if there is a requirement to transfer the subject to a psychiatric treatment centre.
Class of Individuals: Individuals who are or have been incarcerated in a federal institution.
Purpose: The bank is used for treatment purposes, and to record and respond to offender health care problems such as illness or injury.
Consistent Uses: Certain health care records are used for research, evaluation and training purposes, but no decisions directly affecting the individual result from these uses. Information may also be shared with the private sector in the areas of health and social services, and with the public sector in the areas of health and social services, the Employment Accident Compensation Program and corrections. Information contained in this bank may also be shared with members of CSC Boards of Investigations, or health care professionals designated by such Boards, for the purpose of conducting investigations pursuant to the Corrections and Conditional Release Act. Data matching of health information does not occur in the sense implied by this document – the "Additional Information" section references OMS – because health information is not yet available electronically. Once there is an electronic health information system, health information will only be shared with the offender's specific informed consent as per CSC policy, professional codes of conduct and Canadian law. At this time, when necessary and with offender consent, specific health information is shared as part of an application for conditional release, etc.
Retention and Disposal Standards: Records are retained until the offender reaches 70 years of age or until five years after the last warrant expiry date, whichever is longest. However, with respect to X-ray films, these records are retained, at the institution of taking, for a minimum of five calendar years. Historical records are transferred to Library and Archives Canada.
RDA Number: 96/048
Related PR#: CSC COP 110, 170, 180, 330, 340
TBS Registration: 003345
Bank Number: CSC PPU 060

Offender Information
Description: This bank, located at National Headquarters, contains administrative records of a general nature and background information on all aspects of an offender's incarceration in a federal institution. It may contain copies of correspondence

retained on other offender banks at the institutional level.
Class of Individuals: Individuals who are or have been incarcerated in a federal institution and have written correspondence to the Minister or the Commissioner.
Purpose: To provide documentation to assist in the decision-making process for sentence administration, institutional program planning and release on parole.
Consistent Uses: This bank is used to prepare departmental correspondence.
Retention and Disposal Standards: Records are retained for five years after last action is complete. Historical records are transferred to Library and Archives Canada.
RDA Number: 71/023
Related PR#: CSC COP 050, 110, 130, 140, 160, 170, 180, 230, 330, 340, 390, 420, 480
TBS Registration: 002674
Bank Number: CSC PPU 115

Open Competitions
Description: This bank contains information on individuals who have responded to an open competition notice posted by the Correctional Service of Canada. The information includes requests to staff a position, all information regarding the position, all advertising data, all applications and interview data on applicants, screening and selection board reports, offers of appointment and appointment documents.
Note: In addition to the requirements specified on the Personal Information Request Form, individuals requesting information concerning them in this bank must specify the competition number the approximate date and location, and any other identifying data that would help to expedite the processing of their request.
Class of Individuals: Individuals who have responded to an open competition notice posted by Correctional Service Canada.
Purpose: It is used to staff positions through open competitions on referral from applicant inventory, and for statistical studies.
Consistent Uses: Data matching occurs with previous employers (federal, provincial and private) and law enforcement agencies. Details on data matching are found under the heading of "Additional Information".
Retention and Disposal Standards: Records are disposed of two years after the date of selection of applicant by the competition board. Historical records are transferred to Library and Archives Canada.
RDA Number: 98/005
Related PR#: CSC HRM 920
TBS Registration: 003350
Bank Number: CSC PPU 100

Pardons
Description: When an offender is granted a pardon under the Criminal Records Act, all personal information banks pertaining to that individual are segregated from the regular records holdings and are not disclosed for any purpose unless the pardon is revoked and the records are returned to the regular records holdings.
Note: In addition to the requirements specified on the Personal Information Request Form, individuals requesting information concerning them in this bank must provide the approximate date, a copy of their pardon certificate, and any other identifying data that would help to expedite the processing of their request.
Class of Individuals: Individuals who have been incarcerated in a federal institution or supervised by a federal parole office and have been granted a pardon.
Purpose: The purpose of this bank is to store and protect records of pardons granted under the Criminal Records Act.
Consistent Uses: These records cannot be used for any purpose. No data matching occurs.
Retention and Disposal Standards: The records are normally retained until the offender reaches 80 years of age. Historical records are transferred to Library and Archives Canada.
RDA Number: 96/048
Related PR#: CSC COP 050, 110, 130, 140, 160, 170, 180, 230, 330, 340, 390, 420, 480
TBS Registration: 002121
Bank Number: CSC PPU 110

Personal Information Disclosed to Federal Investigative Bodies
Description: In accordance with subsection 8(4) of the Privacy Act, this bank, located at National Headquarters, has been established to retain copies of requests received from, and replies to such requests with related details, to authorized federal investigative bodies for personal information pursuant to paragraph 8(2)(e) of the Privacy Act, for the purpose of enforcing a law of Canada or a province, or carrying out a lawful investigation.
Class of Individuals: Individuals about whom requests for personal information have been received pursuant to paragraph 8(2)(e) of the Privacy Act from federal investigative bodies for the purpose of enforcing a law of Canada or a

province, or carrying out a lawful investigation.
Purpose: The purpose of this bank is to permit the Privacy Commissioner to review disclosures, and the number thereof, that are made under paragraph 8(2)(e) of the Privacy Act to federal investigative bodies for the purpose of enforcing a law of Canada or a province or for carrying out a lawful investigation.
Consistent Uses: Information contained in this bank may be shared with investigative bodies determined by regulations. No data matching occurs.
Retention and Disposal Standards: Records are retained for two years after completion of the request; they are then destroyed.
RDA Number: 98/001
Related PR#: CSC CDS 010
TBS Registration: 001582
Bank Number: CSC PPU 089

Personal Services Contracts
Description: This bank contains records on individuals who have entered into a personal service contract with Correctional Service of Canada. It includes the duties, length of service, remuneration and any other approved terms and conditions deemed necessary.
Note: In addition to the requirements specified on the Personal Information Request Form, individuals requesting information concerning them in this bank must specify the number of the contract of interest to them, and any other identifying data that would help to expedite the processing of their request.
Class of Individuals: Individuals who have entered into a personal service contract with Correctional Service of Canada.
Purpose: To compile all relevant information regarding personal service contracts. It is used to monitor and evaluate performance and to verify entitlements.
Consistent Uses: Data matching occurs with previous employers (federal, provincial and private) and law enforcement agencies. Details on data matching are found under the heading of "Additional Information".
Retention and Disposal Standards: Records are disposed of six fiscal years after completion of the contract. Historical records are transferred to Library and Archives Canada.
RDA Number: 98/005
Related PR#: CSC CSS 140
TBS Registration: 003351
Bank Number: CSC PPU 105

Preventive Security
Description: This bank contains records, such as incident reports, police intelligence reports, criminal profiles, modus operandi and any other data related to incidents.
Class of Individuals: Individuals who are or have been incarcerated in a federal institution.
Purpose: To prevent, reduce and control various incidents. These records are also used to assist in the classification, transfer and special handling of dangerous offenders.
Consistent Uses: The information may also be shared with accredited domestic agencies in the administration or enforcement of the law and in the detection, prevention or suppression of crime generally.
Retention and Disposal Standards: The records are retained until the offender reaches 70 years of age or until five years after the last warrant expiry date, whichever is longest. Historical records are transferred to Library and Archives Canada.
RDA Number: 96/048
Related PR#: CSC COP 160, 390
TBS Registration: 002685
Bank Number: CSC PPU 065

Psychiatric Treatment Centres
Description: This bank contains psychiatric records and some medical information pertaining to offenders treated in psychiatric treatment centres. The federal psychiatric treatment centres are: the Regional Treatment Centre at Dorchester Penitentiary (Atlantic Region), the Mental Health Regional Unit at Archambault Institution (Quebec Region), the Regional Treatment Centre (Ontario Region), the Regional Psychiatric Centre (Prairies Region), and the Regional Treatment Centre (Pacific Region).
Note: Since this bank does not follow the offender during his/her incarceration, in addition to the requirements specified on the Personal Information Request Form, individuals requesting information concerning them in this bank must specify the federal psychiatric facility where the treatment was administered, and any other identifying data that would help to expedite the processing of their request.
Class of Individuals: Individuals who are, or have been, incarcerated in a federal psychiatric treatment centre.
Purpose: This bank is used for treatment purposes and to record offenders' mental health problems.

Consistent Uses: The information recorded in this bank can be used for the transference of the offender to a provincial psychiatric treatment centre after the last warrant expiry date. Information may also be shared with the private sector, and with the public sector in the areas of health, social services and corrections. Information contained in this bank may also be shared with members of CSC Boards of Investigations, or health care professionals designated by such Boards, for the purpose of conducting investigations pursuant to the Corrections and Conditional Release Act. Data matching occurs with NPB, law enforcement agencies and provincial authorities. Details on data matching are found under the heading of "Additional Information".
Retention and Disposal Standards: Records are retained until the offender reaches 70 years of age or until five years after the last warrant expiry date, whichever is longest. Historical records are transferred to Library and Archives Canada.
RDA Number: 96/048
Related PR#: CSC COP 330
TBS Registration: 001585
Bank Number: CSC PPU 061

Psychology
Description: This bank contains psychological records and data such as psychological assessments, test results, and correspondence related to the offender's treatment.
Class of Individuals: Individuals who are or have been incarcerated in a federal institution.
Purpose: To provide a psychological profile of an offender and to determine any treatment required.
Consistent Uses: The bank assists in individual program planning, classification of an offender and transfers; and allows the monitoring of psychological treatment received. Information may be shared with the private sector, other federal departments and other levels of government in the areas of corrections and social services, health care, education and employment. Information contained in this bank may also be shared with members of CSC Boards of Investigations, or health care professionals designated by such Boards, for the purpose of conducting investigations pursuant to the Corrections and Conditional Release Act. Data matching occurs with law enforcement agencies and provincial authorities. Details on data matching are found under the heading of "Additional Information".
Retention and Disposal Standards: Records are retained until the offender reaches 70 years of age or until five years after the last warrant expiry date, whichever is longest. Historical records are transferred to Library and Archives Canada.
RDA Number: 96/048
Related PR#: CSC COP 340
TBS Registration: 001082
Bank Number: CSC PPU 070

Salary Management System
Description: The Salary Management System (SMS) contains personal information for each employee of CSC including the following: individual's full name, Personal Record Identifier (PRI), position number, occupational category and level, annual salary, years of service, deductions and financial coding.
Class of Individuals: Departmental employees, which includes full-time, part-time, term, retired, transferred, seconded in, seconded out and students.
Purpose: The Salary Management System is a subsidiary system of IFMMS, CSC"s integrated finance and material management system and is the department's official record keeping system for salary management. The SMS system has three main functions: to forecast salary expenditures, process raw data from the regional pay system into data that can be used by the department's financial system and generate the month end accrual report. The SMS is a forecasting tool to assist managers administer their salary and FTE (full time equivalent) resources for the current fiscal year.
Consistent Uses: The information in the SMS is used to provide reports to management and is also used for planning purposes.
Retention and Disposal Standards: Records a re retained for seven years after the end of the fiscal year in which they were created and then destroyed.
RDA Number: 99/004
Related PR#: CSC PRN 914, PRN 925, CSS 110
TBS Registration: 006322
Bank Number: CSC PPU 140

Sentence Management
Description: This bank contains records and data related to the administration of an offender's sentence such as records of earned remission, sentence computation and transfer warrant. It also encompasses any operational information in this area that may be required by the CSC to carry out its mandate under the relevant statutes.
Class of Individuals: Individuals who are or have been incarcerated in a federal institution.
Purpose: To ensure that policies and procedures on the administration of the offender's sentence are followed.

Consistent Uses: To control the administration and legal documents pertaining to an offender's incarceration. Information may be shared with victims or potential victims of offenders, private after-care agencies, government institutions at all levels including foreign governments for the administration of matters such as transfers, employment, education, corrections, health care and social services; for the purposes of applying the Immigration Act; and for monitoring and/or investigating recipients of social benefits such as educational, social welfare and unemployment insurance benefits allocated by municipal, provincial or federal departments; the information may also be shared with accredited domestic and foreign law-enforcement and investigative agencies in the administration or enforcement of the law and in the detection, prevention or suppression of crime generally. Data matching occurs with law enforcement agencies and provincial authorities. Details on data matching are found under the heading of "Additional Information".
Retention and Disposal Standards: Records are retained until the offender reaches 70 years of age or until five years after the last warrant expiry date, whichever is longest. Historical records are transferred to Library and Archives Canada.
RDA Number: 96/048
Related PR#: CSC COP 420
TBS Registration: 001083
Bank Number: CSC PPU 075

Victims
Description: This bank contains correspondence exchanges between the Correctional Service and victims of crime where the offenders are or have been incarcerated in federal institutions. The bank contains the names and contact information of recognized victims of crime as defined in subsections 2(1) and 26(3) of the Correctional and Conditional Release Act (CCRA), and any correspondence with recognized victims pertaining to the request and/or the provision of information about the offender as outlined in section 28 of the CCRA. Such information may include: a) the offender's name, the offence of which the offender was convicted and the court that convicted the offender, the date of commencement and length of the sentence that the offender is serving, and eligibility dates and review dates applicable to the offender in respect of temporary absences or parole; b) where it is determined that the interest of the victim in such disclosure clearly outweighs any invasion of the offender's privacy that could result from the disclosure, the offender's age; the location of the penitentiary in which the sentence is being served; the date, if any, on which the offender is to be released on temporary absence, work release, parole or statutory release; the date of any hearing for the purposes of a review under section 130; any of the conditions attached to the offender's temporary absence, work release, parole or statutory release; the destination of the offender on any temporary absence, work release, parole or statutory release, and whether the offender will be in the vicinity of the victim while travelling to that destination; whether the offender is in custody and, if not, the reason why the offender is not in custody; the name of the province in which the provincial correctional facility is located where a person has been transferred from a penitentiary to a provincial correctional facility. In addition, this bank stores any record containing extremely sensitive information about victims of crime that, if revealed, could endanger the life of the victims of crime.
Class of Individuals: Individuals who are recognized victims of crime as defined in section 2 and subsection 26(3) of the Corrections and Conditional Release Act.
Purpose: This information is used to administer the provision of information to recognized victims of crime. It also provides enhanced protection for the storage and handling of extremely sensitive information that, if revealed, could endanger the life of victims of crime.
Consistent Uses: There is no consistent use or data matching.
Retention and Disposal Standards: Non historical records are retained until the offender reaches seventy years of age or until five years after the last warrant expiry date of the offender, whichever is longest. Historical records are transferred to Library and Archives Canada.
RDA Number: 96/048
Related PR#: CSC COP 475
TBS Registration: 005389
Bank Number: CSC PPU 135

Visits and Correspondence
Description: This bank contains records and data on an offender's visits and correspondence, such as applications for participation in visiting programs, declaration of common-law union, and listing of visitors.
Note: In addition to the requirements specified on the Personal Information Request Form, individuals requesting information concerning them in this bank must include the name, FPS number

and place of incarceration of the inmate whom they wish to visit or correspond with, and any other identifying data that would help to expedite the processing of their request.
Class of Individuals: Individuals who are or have been incarcerated in a federal institution and individuals who have visited or corresponded with them.
Purpose: To administer the offender's visits and correspondence privileges.
Consistent Uses: To control the entrance of visitors or contraband into an institution. Information may be shared with victims or potential victims of offenders, private after-care agencies, other government institutions at all levels including foreign governments for the administration of matters such as transfers, employment, education, corrections, health care and social services; the information may also be shared with accredited domestic and foreign law-enforcement and investigative agencies, the NPB and provincial authorities in the administration or enforcement of the law and in the detection, prevention or suppression of crime generally.
Retention and Disposal Standards: Records are retained until the offender reaches 70 years of age or until five years after the last warrant expiry date, whichever is longest. Historical records are transferred to Library and Archives Canada.
RDA Number: 96/048
Related PR#: CSC COP 480
TBS Registration: 001084
Bank Number: CSC PPU 080

Volunteers
Description: This bank contains records of individuals offering their services on a voluntary basis. Information includes addresses, telephone numbers, biographies, resumes, and security clearances.
Note: In addition to the requirements specified on the Personal Information Request Form, individuals requesting personal information contained in this bank must provide the approximate dates and the institution where they worked as volunteers, and any other identifying data that may expedite the processing of their request.
Class of Individuals: Individuals (excluding offenders) who are, or have been, volunteers.
Purpose: To administer individual volunteer efforts within CSC operational units.
Consistent Uses: It is used to maintain an inventory of volunteers, and to monitor and control volunteers' activities and achievements. No sharing of records outside of CSC and no data matching occurs.
Retention and Disposal Standards: Retained for ten years. Historical records are transferred to Library and Archives Canada.
RDA Number: 98/023
Related PR#: CSC CCE 080
TBS Registration: 003348
Bank Number: CSC PPU 090

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records, Information Management Systems

Business Continuity Plans

Electronic Network Monitoring Logs

Executive Correspondence Management Systems

Hospitality

Internal Disclosure of Wrong Doing in the Workplace

Personnel Security Screening

Relocation

Security Video Surveillance & Temporary Visitor Access Control Logs & Building Passes

Travel

Classes of Personal Information

Administrative Inquiries

This group is a class of records on incidents involving offenders, staff or members of the public regarding injury sustained while on institutional property, damage or loss of personal property or departmental property and other unusual incidents such as fires which might result in a claim against the Crown. Individuals seeking access to these records must provide the location and the approximate date the inquiries were held. This class of records is used to process claims for and against the Crown, to establish the nature and length of disabilities and to determine the need for establishing or revising internal operating procedures. Records are retained for twenty-five years. Historical records are transferred to the National Archives of Canada.

Appreciation, Complaints, Inquiries

This group is a class of records generated by members of the public, or staff such as: letters of appreciation, complaints and general inquiries. The data contained in this class of records is only used for an administrative purpose in cases where a complaint or inquiry is acted upon. Individuals seeking access to these records must provide the approximate date that the letter of appreciation, complaint or inquiry was initiated. These records are retained for two years. Historical records are transferred to the National Archives of Canada.

Complaints and Criticisms

This group is a class of records on complaints or criticisms received from staff regarding conditions of employment, including those from the Human Rights Commission and the Anti-discrimination Branch of the Public Service Commission. Individuals seeking access to these records must provide the approximate date the complaint or criticism was lodged. This class of records is used to record information dealing with complaints or criticisms involving staff and to make specific decisions to resolve the matter. Records are retained for three years.

Correctional Investigator Inquiries Records

This group is a class of records on inquiries initiated by the Correctional Investigator. This class of records is used to analyze and make action recommendations resulting from these inquiries conducted by the Correctional Investigator. These records are retained for twenty-five years. Historical records are transferred to Library and Archives Canada. Data matching occurs with the correctional investigator.

Disciplinary Court Hearings

This group is a class of records on disciplinary court hearings. For each session of disciplinary court, audio recordings are made which contain the transcripts of the hearings on offenders who have been charged while incarcerated in an institution. This class of records is used to make decisions on the discipline of offenders resulting from the disciplinary court and during the grievance process. Individuals seeking access to these records must provide the name of the institution in which they were charged and the date of the disciplinary hearing. It should be noted, however, that the offender may obtain records by sending a written request directly to the warden of the institution where the disciplinary hearing occurred. These records are retained for two years following the suspension of all actions relating to the disciplinary hearing. No data matching occurs.

Information Services – Inquiries

This group is a class of records on miscellaneous inquiries received from the public, outside organizations and other government departments on services performed by the Department. This class of records is used to respond to requests to interview employees and offenders from external sources such as the media and provincial organizations. Individuals seeking access to these records must provide the approximate date that the inquiry was initiated. These records are retained for two years. Historical records are transferred to the National Archives of Canada.

Institutional Security Threats

This group is a class of records on national and international groups, organizations and criminals. This class of records is used to provide background information on threats to institutional security and to provide reports on all security investigations to aid in preventing recurrences. Individuals seeking access to these records must provide the location and approximate date of the threat or investigation. These records are retained for ten years. Historical records are transferred to Library and Archives Canada. Data matching occurs with NPB, law enforcement agencies and provincial authorities.

Ministerial Inquiries

This group is a class of records on inquiries received from the public, outside organizations and other government departments on parliamentary matters and material agendas and decisions of Cabinet. Individuals seeking access to these records must provide the subject matter, and approximate date the inquiry was initiated. Records are retained for five years. Historical records are transferred to the National Archives of Canada.

Research/Public Opinion Research

This is a class of records generated by research subjects, offenders or staff who participate in research, including public opinion research, on a vast spectrum of topics, conducted in the Correctional Service of Canada. Retrievable records consist of data gathering instruments such as, but not exclusively, questionnaires containing personal information that reveals the identification of the research subject. Data contained in this

class of records are not used for administrative purposes. Individuals seeking access to these records must provide the title of the research project in which they participated, the location and date of the research, and any other data that may help to identify and locate the personal information they are seeking. No data matching occurs.

Security Inquiries

This group is a class of records on serious security incidents. For each incident, the report includes the inquiry terms of reference, facts gathered and recommendations. This class of records also encompasses police reports and intelligence assessments and is used to provide documentation to prevent recurrences of security incidents. Individuals seeking access to these records must provide the type of incident, the location and approximate date of the incident. These records are retained for twenty-five years. Historical records are transferred to Library and Archives Canada. Data matching occurs with NPB, law enforcement agencies and provincial authorities.

Special Investigations

This group is a class of records on special investigations performed by the Performance Assurance Sector on a wide variety of operational matters. The reports of the investigations include the terms of reference, facts gathered and recommendations. This class of records is used to resolve incidents involving offenders or employees and to correct, where required, methods of operation and internal procedures. Individuals seeking access to these records must provide the investigation, the location and approximate date it was initiated. Records are retained for twenty-five years. Historical records are transferred to the National Archives of Canada.

Manuals

- Access to Information and Privacy Compliance Manual
- Administrative Writing Guide
- Case Management Manual
- Citizens' Advisory Committees – Resource Manual
- Community Forum Program Guide
- Corcan Code Book
- CSC Directives
- CSC Guidelines
- Forms Catalogue
- Grievance Manual
- Inmate Pay Manual
- Medical and Health Care Services Manual
- Offender Records System User Guide
- Information, Classification and Scheduling Plan
- Records Management Operations Procedures Manual
- Sentence Administration Manual
- Terms and conditions of the National Aboriginal Reintegration Assistance Class Contribution Program
- Terms and conditions of the National Reintegration Assistance Class Contribution Program
- Volunteer Handbook

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

General Information on Data Matching/Data Sharing

Data Matching – Data Sharing

Within the mandate of the Correctional Service of Canada (CSC) is the requirement to share data with other areas of the Criminal Justice Community, to ensure that offenders are appropriately managed in a safe, secure and humane environment, and to ensure the safety of the offender, other inmates, staff and the community at large. Also, in order to accomplish its mandate the Service needs the information provided by other agencies and therefore matching/sharing is conducted.

Data Matching/Data Sharing with Law Enforcement Agencies (municipal, provincial, international, federal police forces or another law enforcement body)

Following an offender's sentence to a federal institution, the CSC requests the criminal record (history information) from the Royal Canadian Mounted Police (RCMP). This information is used to assess the impact of the offender's criminal behaviour and to alert staff who will deal with the offender. CSC also requests a police report from the arresting and/or investigating law enforcement body in order to have a full understanding of the events surrounding the offence.

Following a sentence to a federal institution in the case of foreign nationals, the CSC must also request from the Inland Service (Immigration) that they provide it with information that is relevant to the administration of the offender's sentence and to the case management process.

When an offender is released to the community, there is a requirement to notify the RCMP and/or the local police force, and, when necessary, the Inland Service (Immigration), of the offender's address and the terms and conditions of the release. If an offender violates conditions of release, or is considered to be a risk, CSC will issue a warrant for the apprehension of the offender. The warrant is transmitted to the local police and the data is entered into the Canadian Police Information Centre (CPIC) system. The police is requested to locate and apprehend the offender.

Data Matching/Data Sharing with the National Parole Board

CSC data is shared with the National Parole Board (NPB). With the current renewal of the OMS by both CSC and NPB, seamless data/information sharing continues to occur and be a priority for both organizations.

While it is CSC's responsibility to manage the offenders for the duration of their sentence, it is the NPB's responsibility to assess the offenders' progress during incarceration, their risk to society, and their potential for successful reintegration into the community as law-abiding citizens. CSC information is shared with NPB pertaining to all aspects related to an offender prior to and during incarceration. Once NPB has assessed the information, and through a hearing process, makes their decision, CSC is notified. If the NPB makes a decision to conditionally release an offender, it is CSC staff who are responsible for the supervision and control of the offender in the community and keeping NPB informed of the offender's progress.

Data Matching/Data Sharing with Provincial Authorities

An offender, who is sentenced to a period of incarceration of two years or more, will serve this sentence under the jurisdiction of CSC. Offenders sentenced to less than two years will serve their sentence under a provincial jurisdiction. However, CSC is doing the case preparation and supervision for some provinces that do not have a parole board.

Often an offender will have a history of provincial incarceration, further, prior to sentencing the offender could be held in a provincial institution or a remand centre. Information collected during any period of incarceration is deemed significant and sometimes crucial to the successful management of that offender. It is for these reasons that information is routinely shared between CSC and provincial authorities, which include also the boards of education and hospitals.

Information is also requested from the sentencing judge and could also be requested from the crown attorney, from provincial parole and probation services. CSC uses this information in the management of the offender and decision-making process.

Method of Data Matching/Data Sharing

In the preceding descriptions of CSC data matching/sharing, every effort is taken to ensure that the data matched/shared concerns the same individual. In order to validate that the different agencies are dealing with the same individual, a number of personal identifiers are matched. These include: name, sex, date of birth, finger print series number (FPS) and in some cases physical features.

CSC may conduct or assist others in conducting ad hoc data matching/sharing for the purpose of the enforcement of any law (i.e. Criminal Code).

Atlantic Region

Correctional Service of Canada
1045 Main Street, 2nd Floor
Moncton, New Brunswick E1C 1H1

National Headquarters

Communications and Citizen Engagement Sector
Correctional Service of Canada
340 Laurier Avenue West
Ottawa, Ontario K1A 0P9

Telephone: 613-992-8421
E-mail: webmaster@csc-scc.gc.ca
Internet: www.csc-scc.gc.ca

Ontario Region

Correctional Service of Canada
440 King Street West
P.O. Box 1174
Kingston, Ontario K7L 4Y8

Pacific Region

Correctional Service of Canada
32560 Simon Avenue
P.O. Box 4500
Abbotsford, British Columbia V2T 5L7

Prairies Region

Correctional Service of Canada
2313 Hanselman Place
P.O. Box 9223
Saskatoon, Saskatchewan S7K 3X5

Quebec Region

Correctional Service of Canada
3 Place Laval, 2nd Floor
Laval, Quebec H7N 1A2

Reading Room

In accordance with the Access to Information Act, an area on the premises of this institution has been designated as a public reading room. The address is:

340 Laurier Avenue West
Ottawa, Ontario

Reading rooms are also available at each of the regional headquarters mentioned above.

Defence Construction Canada

Chapter 59

The annual update for this institution was not received for inclusion in the 2006-2007 version of this Info Source publication. The following is from the 2004-2005 version of Info Source.

General Information

Background

Defence Construction (1951) Limited is a Crown corporation as defined in Part X of the Financial Administration Act and as listed in Schedule III, Part 1 of that Act. The company is the contracting and supervisory agent for the facilities infrastructure and environmental programs of the Department of National Defence. Under the Federal Identity Program, the company is also known as Defence Construction Canada. It reports to Parliament through the Minister of Public Works and Government Services.

Responsibilities

Defence Construction Canada provides architectural and engineering consultant contracting and contract administration services, as well as project management support, and contracting and contract management for both the construction and environmental remediation programs of the Department of National Defence.

Legislation

- Defence Production Act

Organization

Office of the President

The overall operations of the corporation are directed by the President.

Corporate Services Division

This division is managed by the Vice-President, Corporate Services and Chief Financial Officer, who is also Secretary Treasurer of the Company. The Division is responsible for all internal support functions, including finance and accounting, information services, administrative services and human resources.

Operations Division

This Division is headed by a Vice-President, Operations and Chief Engineer. The Operations Division oversees all construction contract management, the activity which makes up the Company's main business, as well as all project management support. The Division includes a service delivery unit at Head Office, four regional offices and site offices at every active Canadian Forces establishment across the country. The Division's function spans activities from contract award through the end of the warranty period.

Contract Services Division

This Division is managed by the Vice-President of Contract and Client Services. It oversees all procurement activities for professional, construction and environmental services.

Information Holdings

Program Records

Project Initiation for construction, maintenance and consultant contracts
Description: Information on project initiation for construction, maintenance and consultant contracts.
Topics: Request for contract from National Defence; correspondence from initiation of project to award; tender package; amendments; expressions of interest; proposals; offer of service; source lists; contracts.
Access: Files arranged by project number, contract number, location and type of project (construction, maintenance and consultant).
Format: Paper files, Plans, Photographs, Financial Data Bank.
Program Record Number: DCC PC 00-06

Administration of construction, maintenance and consultant contracts
Description: After award of contract, the project initiation file is transferred to the appropriate operational office that will be administrating the contract.
Topics: Project initiation documents; general correspondence; project schedule; diaries; financial records; change orders; shop drawings; contract

close-out; consultant/testing contracts; design consultant contracts; recoverable contracts; audits.
Access: Files arranged by project number, contract number, location and type of project (construction, maintenance or consultant).
Format: Paper files, Plans, Photographs, Data Bank.
Program Record Number: DCC PO 00-13

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Accounts and Accounting

Administration

Administration and Management Services

Audits

Budgets

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Human Resources

Occupational Health, Safety & Welfare

Office Appliances

Official Languages

Pensions and Insurance

Procurement

Salaries and Wages

Training and Development

Particular Personal Information Banks

Construction and Maintenance Contracts
Description: This bank contains records and data relating to the administration of each contract. The data includes project initiation documents (requests for contracts from the Department of National Defence, tender forms and associated documents, contracts); general correspondence, project schedule, diaries, financial records (progress claims), change orders, shop drawing with approvals, contract close-out (substantial and final completion forms), audits.
Class of Individuals: Construction companies who have been awarded a construction or maintenance contract.
Purpose: This bank is used as a reference so that all transactions between the contractor and Defence Construction (1951) Limited are carried out in accordance with the terms of the contract.
Consistent Uses: The information is to be used for the purpose outlined in the Purpose of the bank. No matching activities are applicable. Information may be disclosed with adequate proof of identification and/or authority.
Retention and Disposal Standards: Inactive records are retained for seven years and are kept at a regional federal records centre. The federal records centre retains, maintains and disposes of these records.
RDA Number: 2002/008
Related PR#: PC 00-06, PO 00-13
TBS Registration: 003786
Bank Number: DCC PPU 005

Consultant Contract Records
Description: This bank contains records and data relating to the administration of each contract. The data includes project initiation documents (requests for contracts from the Department of National Defence, correspondence on contract negotiations, contracts), change orders, progress claims and other correspondence.
Class of Individuals: Consulting companies who have been awarded a contract.
Purpose: This bank is used as a reference so that all transactions between the consultant and Defence Construction (1951) Limited are carried out in accordance with the terms of the contract.
Consistent Uses: The information is to be used for the purpose outlined in the Purpose of the bank. No matching activities are applicable. Information may be disclosed with adequate proof of identification and/or authority.
Retention and Disposal Standards: Inactive records are retained for seven years and are kept at a regional federal records centre. The federal records centre retains, maintains and disposes of these records.
RDA Number: 2002/008
Related PR#: PC 00-06, PO 00-13
TBS Registration: 003785
Bank Number: DCC PPU 010

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Executive Correspondence Management Systems

Personnel Security Screening

Classes of Personal Information

In the course of conducting the programs and activities of Defence Construction Canada, personal information may be acquired which is not held in any specific information bank. Rather, it exists in fragmented form throughout other records. This information is retrievable only if specifics are provided concerning the subject matter and related functional activity of the Corporation. This information is retained for the same period of time as the related subject information and is disposed of according to the appropriate record schedules.

Manuals

- Operations Manual
- Human Resources Process and Policy Manual
- Contracting Policy and Procedure Manual
- Quality Manual
- Financial Management Policy and Process Manual
- Safety and Health Manual
- Records Management Manual
- Travel Policy Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Further information about Defence Construction Canada and its programs may be obtained from:

Head Office

Defence Construction Canada
Constitution Square
350 Albert Street, 19th Floor
Ottawa, Ontario K1A 0K3

Telephone: 613-998-9548

Atlantic Regional Office

Defence Construction Canada
3 Spectacle Lake Drive, Suite 230
Dartmouth, Nova Scotia B3B 1W8

Telephone: 902-426-8340

Quebec Regional Office

Defence Construction Canada
5199 Sherbrooke Street East, Suite 2700
Village Olympique – Pyramide Ouest
Montreal, Quebec H1T 3X2

Telephone: 514-283-8071

Ontario Regional Office

Defence Construction Canada
Howard Maitland Building
780 Midpark Drive, Suite 205
Kingston, Ontario K7M 7P6

Telephone: 613-384-1256

Western Regional Office

Defence Construction Canada
12222 137th Street, Unit 206
Edmonton, Alberta T5L 4X5

Telephone: 403-495-2555

Reading Room

In accordance with the Access to Information Act, an area on the premises of this institution has been designated as a public reading room.
The address is:

Administrative Services Section
Constitution Square
350 Albert Street, 19th Floor, Room 1927
Ottawa, Ontario

Department of Finance Canada

Chapter 60

General Information

Background

The Department of Finance Canada is established under the Financial Administration Act. The relevant portions are sections 14 and 15:

"14. There is hereby established a department of the Government of Canada called the Department of Finance over which the Minister of Finance appointed by commission under the Great Seal shall preside.

15. The Minister holds office during pleasure and has the management and direction of the Department, the management of the Consolidated Revenue Fund and the supervision, control and direction of all matters relating to the financial affairs of Canada not by law assigned to the Treasury Board or to any other minister."

Responsibilities

The Department is responsible for advice to the federal government on the economic and financial affairs of Canada. It oversees all government initiatives affecting the economy and monitors external factors that may have a bearing on domestic economic performance. The Department's most visible output is the federal budget. The Minister of Finance's budget speech reviews the government's accounts and presents fiscal projections for the coming years, including expenditures, revenues, tax changes and debt levels. In addition, the Minister is responsible for the management of the Consolidated Revenue Fund (CRF).

In addition to this broad assignment of responsibility, and his key role as a central policy advisor, the Minister is responsible to Parliament for the following statutes:

Legislation

- Air Travellers Security Charge Act
- Bank Act
- Bank of Canada Act
- Bills of Exchange Act (with the exception of Part IV)
- Bretton Woods and Related Agreements Act
- Canada Deposit Insurance Corporation Act
- Canada Health Care, Early Childhood Development and Other Social Services Funding Act
- Canada-Nova Scotia Offshore Petroleum Resources Accord Implementation Act, Parts IV and V
- Canada Pension Plan, ss. 109 to 113 and 115
- Canada Pension Plan Investment Board Act
- Canadian International Trade Tribunal Act
- Canadian Payments Act
- Co-operative Credit Associations Act
- Currency Act
- Customs and Excise Offshore Application Act
- Customs Tariff
- European Bank for Reconstruction and Development Agreement Act
- Excise Act
- Excise Act, 2001
- Excise Tax Act
- Federal-Provincial Fiscal Arrangements Act
- Financial Administration Act (shared with the President of the Treasury Board)
- Financial Consumer Agency of Canada Act
- First Nations Goods and Services Tax Act
- Income Tax Act
- Income Tax Conventions Interpretation Act
- Insurance Companies Act
- Interest Act
- Office of the Superintendent of Financial Institutions Act
- Payment Clearing and Settlement Act
- Pension Benefits Standards Act, 1985

- Proceeds of Crime (Money Laundering) and Terrorist Financing Act
- Special Import Measures Act
- Trust and Loan Companies Act
- Winding-up and Restructuring Act, Parts II and III
- Air Canada Public Participation Act
- Bank of British Columbia Business Continuation Act
- Beechwood Power Project Act
- Budget Implementation Acts (several with same name)
- Canada Development Corporation Reorganization Act
- Canada-Newfoundland Atlantic Accord Implementation Act
- Canadair Limited Divestiture Authorization Act
- Canadian Commercial Bank Financial Assistance Act
- Crown Corporations Dissolution or Transfer Authorization Act
- Diplomatic Service (Special) Superannuation Act
- Eldorado Nuclear Limited Reorganization and Divestiture Act
- Export Credits Insurance Act, Parts II and III
- Federal-Provincial Fiscal Revisions Act, 1964 – 65
- Financial Institutions and Deposit Insurance System Amendment Act
- Financial Institutions Depositors' Compensation Act
- Garnishment, Attachment, and Pension Diversion Act (as it related to pensions for members of Parliament)
- Halifax Relief Commission Pension Continuation Act
- Importation of Intoxicating Liquors Act (shared with Canada Revenue Agency)
- Newfoundland Additional Financial Assistance Act
- Nordion and Theratronics Divestiture Authorization Act
- Oil Export Tax Act
- Petro-Canada Public Participation Act
- Prince Edward Island Subsidy Act, 1912
- Supplementary Fiscal Equalization Payments Act
- Telesat Canada Reorganization and Divestiture Act

The Minister also has powers and duties under statutory provisions in 68 statutes for which another minister is responsible to Parliament. Some of these powers and duties are in respect of the Minister's duties under section 15 of the Financial Administration Act to manage the CRF: loans, advances, guarantee, purchases of shares, and other payments out of the CRF.

- Advance Payment for Crops Act
- Agricultural Marketing Programs Act
- Agricultural Products Co-operative Marketing Act
- Asia-Pacific Foundation of Canada Act
- Atlantic Canada Opportunities Agency Act
- Atlantic Fisheries Restructuring Act
- Auditor General Act (notional responsibilities)
- Blue Water Bridge Authority Act
- Broadcasting Act
- Buffalo and Fort Erie Public Bridge Company Act
- Business Development Bank of Canada Act
- Canada Business Corporations Act
- Canada Council Act
- Canada Customs Revenue Agency Act
- Canada Marine Act
- Canada Mortgage and Housing Corporation Act
- Canada Post Corporation Act
- Canada Shipping Act
- Canada Small Business Financing Act
- Canada Student Financial Assistance Act
- Canadian Commercial Corporation Act

- Canadian Dairy Commission Act
- Canadian Film Development Corporation Act
- Canadian Food Inspection Agency Act
- Canadian Forces Superannuation Act
- Canadian National Montreal Terminals Act
- Canadian Ownership and Control Determination Act
- Canadian Space Agency Act
- Canadian Wheat Board Act
- Cape Breton Development Corporation Act
- Competition Act
- CN Commercialization Act
- Criminal Code
- Crown Liability and Proceedings Act
- Cultural Property Export and Import Act
- Customs Act
- Department of Industry Act
- Eldorado Nuclear Limited Reorganization and Divesture Act
- Employment Insurance Act
- Energy Administration Act
- Energy Monitoring Act
- Enterprise Cape Breton Corporations Act
- Export Development Act
- Expropriation Act
- Farm Credit Corporation Act
- Farm Improvement and Marketing Co-operatives Loans Act
- Farm Improvement Loans Act
- Farm Income Protection Act
- Farm Products Agencies Act
- Freshwater Fish Marketing Act
- Fisheries Improvement Loans Act
- Foreign Missions and International Organizations Act
- Harbour Commissions Act
- Hibernia Development Project Act
- Immigration Act
- Indian Act
- International Development (Financial Institutions) Assistance Act
- International Development Research Centre Act
- Land Titles Repeal Act
- Laurier House Act
- Museums Act
- National Battlefields at Quebec Act
- National Capital Act
- Parks Canada Agency Act
- Petroleum and Gas Revenue Tax
- Pilotage Act
- Prairie Grain Advance Payments Act
- Public Service Superannuation Act
- Railway Relocation and Crossing Act
- Regional Development Incentives Act
- Revolving Funds Act
- Royal Canadian Mint Act
- Royal Canadian Mounted Police Superannuation Act
- Saskatchewan Treaty Land Entitlements Act
- Seized Property Management Act
- Supreme Court Act
- Western Economic Diversification Act

The Minister of Finance also plays an important role in the field of international financial matters. He has direct responsibilities under the Bretton Woods and Related Agreements Act, which constitutes Canada's participation in the International Monetary Fund (IMF), the World Bank, the International Development Association (IDA), the International Finance Corporation (IFC), and the Multilateral Investment Guarantee Agency (MIGA). The Minister of Finance also plays an important role with respect to the position Canada takes on economic and trade issues discussed at the Organisation for the Economic Co-operation and Development (OECD) and the World Trade Organization.

Organization

Access to Information and Privacy Division

This division is responsible for administering the Access to Information Act and the Privacy Act for the Department. It processes requests submitted under the legislation, handles complaints lodged with the Information and Privacy Commissioners and responds to informal enquiries. The Division also provides advice and guidance to departmental officials on matters that concern the legislation.

Canada Investment and Savings

Canada Investment and Savings (CI&S) is a federal special operating agency within the Department of Finance Canada responsible for the delivery of the government's retail debt program. The Agency was created in the 1995 federal budget to ensure that Canadians are aware of, and have access to, Government of Canada marketable and non-marketable securities. The Agency is organized into four main functional areas.

CI&S – Corporate Services

Provides and arranges for all internal Canada Investment and Savings support functions including finance and accounting, administrative services, contracting and human resources.

CI&S – Marketing Services

Conceptualizes the government's overall marketing and communication strategy for the retail debt program (e.g. Canada Savings Bonds), develops and implements marketing plans and advertising campaigns for existing and new products, and monitors performance. CI&S encourages all Canadians, including children and their parents, to be acquainted with good savings habits, and publicizes promotions that encourage this.

CI&S – Product Management

Manages and recommends interest rates for the existing portfolio of products and develops policies regarding the sale and redemption of, as well as specific issues relating to, Canada Savings Bonds, including the introduction of new retail debt products and services.

CI&S – Sales and Distribution

Manages the sales distribution network for retail debt products through financial institutions, employers and directly with the government and explores alternative methods of distribution that would provide easy access for Canadians.

Consultations and Communications Branch

This branch is responsible for developing and implementing communications and consultations strategies and initiatives that assist the Minister and other branches in formulating and implementing policy initiatives, including the annual federal budget. It organizes ministerial and departmental consultations, works with Canadian and international media, manages a range of information and public affairs activities, and provides related services. It is composed of two divisions.

Communications Policy and Strategy Division

This division develops communications plans and strategies and provides communications advice on the handling of departmental issues and the implementation of policies and programs. It also drafts speeches, press releases, various briefing papers, publications and multi-media presentations, including material in support of the federal budget. The division also develops and controls organization, content, and multimedia applications for the Department's Internet site. As well, the division undertakes communications research and analysis and monitors the media on a daily basis for issues of interest to the Minister and the Department.

Public Affairs and Operations Division

This division implements and supports external communications and public relations activities. It carries out an extensive media relations program, including the handling of all media inquiries; preparing departmental and ministerial announcements and statements, and arranging for briefings and press conferences, including those for the release of the federal budget. The division handles all logistical arrangements for domestic meetings and other events hosted by the Minister and the Department such as federal-provincial meetings. It provides expertise and services in the areas of conference and meeting organization, management and logistics, visit by foreign dignitaries and officials, and other protocol services. The division manages the editing and production of all departmental publications as well as all correspondence written to the Minister. It also develops and maintains contacts with the business community, labour organizations, and social, voluntary, and other interest groups,

and assists the Minister and the Department in consulting with the public and stakeholders on a range of economic and fiscal issues.

Corporate Services Branch

This branch is composed of five divisions: Finance and Administration, Human Resources, Information Management and Technology Directorate, Security Services, and Internal Audit and Evaluation. The respective services provided by these divisions are available to employees of the Department of Finance Canada, the Treasury Board of Canada Secretariat and the Public Service Human Resources Management Agency of Canada.

Economic and Fiscal Policy Branch

This branch analyzes and appraises all factors affecting Canada's economic and financial situation and recommends measures to meet the requirements of appropriate fiscal policies. It also analyzes and forecasts the financial requirements of the Government of Canada.

Economic Analysis and Forecasting Division

This division has primary responsibility for monitoring and analyzing current Canadian economic conditions and the economic outlook and for the preparation of quarterly economic forecasts for the Canadian and U.S. economies. It also prepares assessments of the impact of policy measures and other events on the Canadian economy. In addition, the division produces the quarterly publication entitled The Economy in Brief.

Economic Studies and Policy Analysis Division

The division has primary responsibility for anticipating major policy issues the Government of Canada is likely to face, develops tools to analyze these issues, prepares analysis and research of the highest calibre and, based on all this, recommends policy advice in both macroeconomic and structural areas. The technical work undertaken in the division is made public in the form of a working paper series.

Fiscal Policy Division

This division has primary responsibility for advising on fiscal policy and analyzing the financial requirements of the Government of Canada and for monitoring and analyzing the developing fiscal positions of other levels of government. It also has primary responsibility for analysis and advice on the government's fiscal framework and co-ordinating the Department's advice to the Minister on overall spending priorities. The division plays a key role in the budgetary process, and is responsible for the preparation of the Fiscal Monitor and the annual financial report of the Government of Canada as well as several budgetary papers. In addition, the division reviews the form and content of the Public Accounts and other statements for which the Minister has responsibility under the Financial Administration Act.

Economic Development and Corporate Finance Branch

This branch is responsible for providing policy advice and analytical support to the Minister of Finance on a wide range of economic, fiscal and financial issues related to the microeconomic policies of the government.

Sectoral Policy Analysis Division

This division advises: on the economic and fiscal implications of policies and programs in the areas of agriculture and fisheries, environment, energy and natural resources, transportation and infrastructure systems and services, emergency management, and national defence. This division alsoprovides corporate financial analysis and advice on proposals for government support to major development projects and in relation to corporate restructuring plans; plays a central role in the privatization of federal Crown corporations, other corporate holdings and government services that no longer require government ownership or direct delivery to fulfill a public policy role; and provides a focal point for cross-cutting issues of interest to the Minister of Finance in the management and operations of federal Crown Corporations.

Microeconomic Policy Analysis Division

This division advises on the economic and fiscal implications of microeconomic policies and programs promoting. economic development in Canada. Its primarily responsibilities include industrial and sectoral development, industrial innovation and science and technology policy, small business development, regional development, telecommunications policy and business framework legislation, university research, cities and communities, and regulation. Federal-Provincial Relations and Social Policy Branch.

This branch is responsible for providing policy advice on federal-provincial fiscal arrangements and social policy programs.

Federal-Provincial Relations Division

This division is responsible for the federal government's major transfers to provinces and territories. It also provides advice on all matters pertaining to the federal-provincial fiscal arrangements, including the former Canada Health and Social Transfer(CHST), the Canada Health Transfer (CHT), the Canada Social Transfer (CST), the Health Reform Transfer (HRT), Equalization, statutory subsidies, the Provincial Personal Income Tax Revenue Guarantee Program, Quebec Abatement (Alternative Payments for Standing Programs and the Youth Allowances Recovery), stabilization, and Territorial Formula Financing. This division also oversees several third-party trust arrangements for health care, diagnostic/medical equipment, and public health and immunization.

Social Policy Division

Advises on the development of the federal government's social policies as well as on the fiscal, economic, and social implications of specific proposals in the major functional areas of labour markets, income security, Aboriginal policy, justice, health, and culture programs.

Financial Sector Policy Branch

This branch provides policy analysis and advice with respect to the financial sector.

Financial Institutions Division

This division provides analysis and advice on structural, consumer, and competition issues, as well as advice on transactions requiring ministerial approval, including potential mergers. The division is also responsible for regularly updating financial sector legislation and regulations. In addition it is responsible for the federal government's bilateral and multilateral relations with foreign governments in the area of financial services and the administration of Canada's commitments under international agreements with respect to financial services. The division also conducts analysis related to the performance of financial institutions along with trends and corporate strategies in the sector.

Financial Markets Division

This division provides policy analysis and recommendations with respect to the management of the federal government's borrowing program, the public debt, and debt issues in both domestic and foreign markets, borrowing policy relating to Crown corporations, loan, and loan guarantees. In addition, the division provides analysis and policy advice on matters respecting the investment of public monies, including Canada's international reserves, governance of the Canada Pension Plan Investment Board, and trends and developments in Canada's financial markets.

Financial Sector Division

This division develops and analyzes policies applicable to Canada's financial sector. Among its responsibilities, the division leads work on issues related to development of financial sector regulatory and stability issues. This includes developing policies on such matters as the payment systems and private pension plans, anti-money laundering and anti-terrorist financing, and co-ordinating and reviewing financial stability and regulatory issues in Canada. The division is also responsible for federal-provincial regulatory issues, including securities regulation.

International Trade and Finance Branch

This branch has the responsibility for international trade, investment and economic and financial co-operation; the Customs Tariff and other import related legislation; the international monetary system; international development assistance; and export financing.

International Finance and Development Division

This division leads on many aspects of Canada's international financial relations, particularly financing Canadian exports and development assistance. It also analyzes developments and issues in the international economy that have implications for Canada. It provides analysis and policy advice on international economic conditions and policy.

International Policy and Institutions Division

This division manages Canada's relations with the international financial institutions (the Bretton Woods Institutions and regional development banks) and leads Canadian participation in a range of international groupings such as the G-7 and G-20 Finance Ministers' and Central Bank Governors' processes. The division is also responsible for policy research on a range of international issues, such as improving the international crisis

prevention and resolution framework and other important international financial issues.

International Trade Policy Division

This division plays a central role in the development, management and implementation of Canadian trade and investment policy. It evaluates the implications of domestic economic policies on Canada's international obligations and relations with other countries. It is also responsible for all aspects of tariff and other import policy (anti-dumping, subsidies/countervai,l and safeguards) and the related domestic legislation. It also participates in international trade and investment negotiations.

Tax Policy Branch

This branch is responsible for analysis and advice on tax policy and develops legislation to implement government policy, for consideration by Parliament.

Business Income Tax Division

This division undertakes economic and quantitative analysis and provides advice and recommendations on all aspects of corporate and business taxation, including corporate income and capital taxes.

Intergovernmental Tax Policy, Research and Evaluation Division

This division has policy and administrative responsibility for the federal-provincial-territorial tax collection agreements and reciprocal taxation agreements and the federal-Aboriginal tax administration agreements. It conducts analysis of issues in the area of federal-provincial-territorial and federal-Aboriginal tax policy, provides advice and recommendations on federal-provincial-territorial and federal-Aboriginal taxation arrangements, negotiates treaties, and develops policies consistent with the evolving tax relationship with Aboriginal peoples under the government's inherent right of self-government initiatives. The division also undertakes research relating to all aspects of the tax system, including its economic effects, and evaluates existing tax measures to ensure that they continue to be relevant, efficient, and effective.

Personal Income Tax Division

This division undertakes economic and quantitative analysis and develops advice and recommendations in respect of personal income tax policy.

Sales Tax Division

This division is responsible for managing federal consumption and excise taxes. This involves developing the policies, legislation, and regulations associated with the goods and services tax (GST), the harmonized sales tax (HST) in Nova Scotia, New Brunswick, Newfoundland and Labrador, the Air Travellers Security Charge, and federal excise taxes and duties on tobacco, alcohol, motive fuels, and other goods. As part of this work, the division researches and analyzes changes to these taxes and develops detailed policy proposals. The division is also responsible for managin the sales tax harmonization agreements – the Comprehensive Integrated Tax Coordination Agreements – with the three participating provinces that have adopted the HST, including the calculation of payments to the provinces under these agreements.

Tax Legislation Division

This division provides policy advice and recommendations from legal and structural perspectives on all income tax matters and drafts amendments to the income tax law required to implement budget proposals and other tax policy statements. It negotiates income tax treaties as well as modifications to existing income tax treaties, with other countries.

Information Holdings

Program Records

Access to Information and Personal Information Requests

Description: Information concerning requests for access to departmental records under the Access to Information Act and the Privacy Act; replies to such requests and relevant information related to their processing. Information is used to process requests and for statistical purposes.
Topics: Policy; procedures; reports; studies; audits; legal advice; training; surveys; personal information banks and classes; disclosures to investigative bodies; Info Source; delegation of authority; requests; complaints.
Program Record Number: FIN AIP 005

Information Collection Policy Administration

Description: Records relating to the administration of the Treasury Board policy on information collection and departmental procedures for administration of the policy.

Topics: General series.
Program Record Number: FIN AIP 010

Information Collection Review Files
Description: Records on proposed departmental information collections, including collection notices, plans, notices of approval and registration and related correspondence.
Topics: General series.
Program Record Number: FIN AIP 015

Canada Investment and Savings

Canada Savings Bonds
Description: General information on the development of policies on the sale and redemption of Canada Savings Bonds and specific issues related to Canada Savings Bonds as well as the sale of Government of Canada securities to the retail public.
Topics: History of Canada investment and savings; agreements and correspondence; Agreements – Bank of Canada; Bank of Canada; correspondence management; committees; co-operation and liaison – departments and agencies, international, provincial; treasury evaluation program; executive management reporting; product development and management; non-marketable bond product line; taxation and legislation; post-campaign audit; marketable securities; reports; advertising; market research; public relations – media; sales and distribution; payroll savings plan; information technology; projects.
Program Record Number: FIN FMD 170

Consultations and Communications Branch

General Information on the Department of Finance Canada
Description: General information on the Department of Finance Canada, including publications and other public material produced for the Department and/or the Minister of Finance as well as letters from individuals to the Minister of Finance.
Topics: Budgets; continuing committee of officials; finance ministers' meetings; finance ministers and treasurers' meetings; Correspondence and submissions; ministerial consultations; press releases; ministerial enquiries.
Program Record Number: FIN CAC 030

Corporate Services Branch

Canada Pension Plan Investment Fund
Description: Information on the investment of excess monies in the Canada Pension Plan as provided by the Canada Pension Plan Act.
Topics: Investment fund; forecasts of funds available; purchase of securities; interest on operating balance; audit confirmations; consolidation of provincial debentures; reports to the Canada Pension Plan Investment Board.
Program Record Number: FIN ADM 785

Loans
Description: Information on the authorization and transactions of major loan programs of the Department of Finance Canada and other miscellaneous loans.
Topics: Capital assistance; authority for loans; repayment schedules and payments received; federal-provincial employment; Municipal Development and Loan Board; special development; winter capital project fund; foreign countries.
Program Record Number: FIN ADM 790

Public Debt
Description: Information on the authorization of borrowings and transactions related to said borrowings. Borrowings and transactions related to borrowings are categorized as Government of Canada marketable bonds; Canada Savings Bonds; treasury bills; Canada bills; swaps; Canada Pension Plan bonds and foreign currency borrowing.
Topics: Bonds and bonding – costs of issuing new loans – Bank of Canada; domestic borrowing – swap agreements; foreign borrowing – Swiss currency, U.S. currency; unmatured debt; accrued interest; interest due and outstanding; Interest expense; matured debt; redemption of interest and principal; specified purpose accounts – annuities, claims, deposit, and trust accounts; Government of Canada marketable bonds; investments by the Government in PRA; non-marketable bonds – Canada Savings Bonds; public accounts; revolving standby credit facilities; statements and statistics; securities investment account; source documents; Treasury bills; trust.
Program Record Number: FIN ADM 795

War Claims
Description: Information related to individual (Canadian) claims for losses or damages resulting from World War I, World War II and the Halifax Explosion and the corresponding settlement/ compensation.
Topics: International Claims – Custodian – Release of assets, trading with the enemy; Foreign countries – bonds and debts; Nationalization – foreign claims settlements; War claims –

reparations: Germany, Italy, Japan – Compensation for losses inside Japan (article 15), compensation for losses outside Japan; World War II – Adjudication and compensation in Canada; World War I claims, funds and assets transferred from custodian; World War I Halifax 1917 Explosion.
Program Record Number: FIN ADM 796

Deputy Ministers Office
Description: Information regarding consultations, analysis, advice and recommendations to the Minister of Finance, as well as to senior officials from the Department of Finance Canada and other ministers, regarding federal government budgetary and other sensitive policy matters.
Topics: Deputy Minister's control documents.
Program Record Number: FIN DMO 001

Economic and Fiscal Policy Branch
Description: The branch analyzes the economic and fiscal situation of the country and advises the Minister on the government's fiscal framework, including revenues, expenditures, and debt requirements, and on monetary policy. It also provides the Minister with analytical support on a wide range of economic and financial issues related to the government's macroeconomic policies. Given the complex interaction among international and domestic economic and policy developments, the branch closely monitors economic and fiscal developments in Canada's major trading partners. It also prepares the Department's publicly distributed monthly fiscal and quarterly economic reports, and continuously tracks fiscal developments at all levels of government.
Topics: The branch represents Canada at expert-level economic policy discussions at the OECD and takes the lead role in facilitating the economic surveillance of Canada carried out annually by the OECD and the International Monetary Fund.
Program Record Number: FIN EAD 127

Canadian Forecast Section
Description: Information on short – and medium – term forecasts for the Canadian economy as well as current economic analysis.
Topics: Forecasts Canada, international, provincial, U.S.; forecast comparisons; IMF; OECD.
Program Record Number: FIN EAD 133

Demand and Labour Analysis
Description: Information and analysis of past and present economic conditions in the household and business sector in Canada.
Topics: Business investment; gross domestic product; investment; national accounts; productivity; business cycles; financial positions of business; personal expenditure; housing markets; business and consumer confidence; household financial positions; labour markets; labour market policies.
Program Record Number: FIN EAD 123

Economic Analysis
Description: General information on analyses of past, present, and future economic conditions in Canada.
Topics: Canadian economy reports, tax reform; conferences, meetings and seminars; economic analysis – economic bulletins; monetary policy evaluation; economic forecasting – foreign economy; Economic and Development Review Committee (EDRC); Short-Term Economic Prospects (STEP); regional and sectoral analysis; budgets; committees – meetings; current analysis – Canadian economy, U.S. economy; forecasts Canada, international, provincial, U. S.; international; modeling; organizations; policy analysis; provinces; research – fiscal policy, growth and productivity, health, international, labour, monetary policy, public finance; updates.
Program Record Number: FIN EAD 110

Economic Studies and Policy Analysis
Description: The division conducts in-depth policy-relevant economic research and analysis on key emerging structural and macroeconomic issues.
Topics: Pension reform; environmental policy; trade liberalization; economic and fiscal consequences of demographic changes; private savings behaviour; income distribution; trends in employment and unemployment; fiscal planning; intergenerational equity; economic impacts of lower public debt; productivity policy; education and health policy; budgets; taxation; international; modeling; organizations; policy analysis; provinces; research – environment, fiscal policy, growth and productivity, health, international, labour, monetary policy, public finance; U.S.; updates.
Program Record Number: FIN ESPAD 100

Expenditure Analysis and Forecasting Section
Description: Information on federal government expenditure planning, the forecasting of the government's expenditure framework, the fiscal implications of the federal budget and the government's main estimates drawn up in conjunction with the Treasury Board.
Topics: Budgets; expenditures and estimates; fiscal forecasts; government expenditure

pressures; forecasts – national accounts, public accounts; current analysis – expenditures, revenues; main estimates; Auditor General of Canada; pressures; public debt charges.
Program Record Number: FIN FPD 055

Fiscal Policy Analysis Section
Description: Undertakes short and long-term applied research on a wide range of fiscal issues.
Topics: Population aging; vertical fiscal imbalance (VFI); intergenerational equity as well as issues related to fiscal prudence/planning and tax reduction; policy analysis; research – fiscal policy, health, international; modeling.
Program Record Number: FIN FPD 062

Fiscal Policy Division
Description: Provides advice and anlaysis on key elements of the budgetary process, conducts revenue and expenditure forecasts for inclusion in the government's annual budget and the Economic and Fiscal Update, tracks fiscal developments of other governments (including those of provinces and other countries), conducts short-term applied research on policy-related fiscal issues, and is responsible for the Annual Financial Report and the Fiscal Monitor publications.
Topics: Auditor General of Canada; budgets; committees – meetings; current analysis – expenditures, revenues; federal-provincial relations; forecasts – national accounts, public accounts; international; main estimates; major transfers; modeling; organizations; policy analysis; pressures; provinces; public debt charges; research – fiscal policy, health, international; U.S.; updates; local government finances.
Program Record Number: FIN FPD 065

Forecasting and Model Development
Description: Subject heading related to the various aspects of Department's Canadian Economic and Fiscal Model (CEFM) and development of other models for use in the Economic and Fiscal Policy Branch; evaluates and reports on the impact of changes in policy or other aspects of the economic environment on the Canadian economy; interacts with model users and developers in the private sector, other government departments and agencies, and international institutions.
Topics: Model development; policy simulations.
Program Record Number: FIN EAD 140

Intergovernmental Fiscal Policy
Description: Information on the ongoing fiscal situation and prospects of the provinces and their local governments. Provides briefing material and analysis on the ongoing financial situation and perspectives of the OECD countries and the G-7 in particular. Undertakes applied research on a range of related issues.
Topics: Fiscal forecasts; Inter-governmental fiscal relations; International, provincial and local fiscal situation and outlook; major transfers; Local government finances; cyclically adjusted budget balances; federal-provincial relations; U.S.
Program Record Number: FIN FPD 060

Macro Analysis Section
Description: Provices in-depth policy relevant economic research and policy advice on macro economic issues such as population ageing, economic growth and fiscal policy.
Topics: Fiscal planning under uncertainty; Intergenerational equity; economic consequences of debt and tax reduction; aging and long-term fiscal pressures; trade liberalization; inflation targets; international standard-of-living comparisons.
Program Record Number: FIN ESPAD 137

Monetary Policy and Financial Analysis
Description: Information and analysis of macroeconomic issue and policies.
Topics: Economic growth; wages and prices; unemployment; productivity; investment and saving; competitiveness; balance of payments; merchandise trade; international capital flows; monetary policy and conditions; exchange rates; interest rates; monetary and credit aggregates; monetary policy; inflation; business cycles.
Program Record Number: FIN EAD 120

Policy Analysis Section
Description: Provices in-depth policy-relevant economic research and policy advice on policy relevant issues related to productivity, trade, investment, and innovation.
Topics: Implications for Canada of implementing the Kyoto Protocol; dynamic and static general equilibrium models; global general equilibrium models; international repercussions of policy initiatives; trade and capital movements; International finance; technology diffusion and innovation; education policy; structural estimation; research – fiscal policy, growth and productivity, health, international, labour, monetary policy, public finance.
Program Record Number: FIN EAD 135

Regional Analysis
Description: Information on studies and analyses of past, present, and future developments in

specific sectors of the national economy and in provinces or regions of Canada.
Topics: Regional and sectoral analysis – provinces, regions, industries, and sectors; labour market developments.
Program Record Number: FIN EAD 125

Revenue Analysis and Forecasting Section
Description: Information on federal government revenue planning, the forecasting of the government's revenues, and the fiscal implications of the federal budget.
Topics: Budgets; revenues and taxes.
Program Record Number: FIN FPD 057

Structural Analysis Section
Description: Provides in-depth, policy-relevant economic research and policy advice on structural issues such as human capital and education, labour markets, and work disincentives and pension plans.
Topics: Impact of social programs such as Employment Insurance and the Canada Pension Plan; Impact of population aging; productivity and investment; policies on education; income distribution; relationship between inflation and unemployment;taxation; migration; labour supply.
Program Record Number: FIN ESPAD136

U.S. Economic Analysis Forecasting Section
Description: Information on economic developments in the U.S. and other G-7 economies and their likely impact on Canadian trade and other important economic variables.
Topics: Econometric models; private sector forecasts; business cycle analyses; model simulations; forecasts of trade and economic conditions in the U.S. and other G-7 economies; current analysis – U.S.
Program Record Number: FIN EAD 115

Economic Development and Corporate Finance Branch

Agriculture
Description: General information on the development of agricultural policies in Canada and the allocation of federal financial resources through certain programs.
Topics: Dairy industry; farm financial assistance; federal-provincial and regional issues; general farm lobbies; grains and oilseeds – general, Canadian Wheat Board, Western Grain Stabilization Act; horticulture and special crops; international issues; marketing; new products of agricultural innovation; poultry and eggs; red meat; resource base issues; spending levels – pressures, cuts; stabilization and support.
Program Record Number: FIN EDD 480

Corporate Analysis
Description: Information on issues affecting the corporate sector and industrial corporations in Canada, including institutional issues and policies, and economic and financial issues.
Topics: General series; economic issues; financial issues; industrial corporations.
Program Record Number: FIN EDD 520

Crown Corporations
Description: General information on privatization and selected Crown corporations.
Topics: Corporate plans of several specific Crown corporations, including Atomic Energy of Canada Limited, Canada Development Investment Corporation, Canada Eldor Inc., Canada Hibernia Holding Company, Canada Lands Company Limited, Canada Post Corporation, Cape Breton Development Corporation, Old Port of Montréal.
Program Record Number: FIN PRI 400

Economic Development
Description: General information on the development of sectors of the economy.
Topics: General series; Board of Economic Development Ministers; computer communications; defence; food policy; infrastructure; regulatory policies.
Program Record Number: FIN EDD 430

Emergency Management
Description: Information relating to the Government of Canada's emergency management responsibilities.
Topics: Disaster Financial Assistance Arrangements; critical infrascturcture protection; complementary programs; Emergency Preparedness Canada; Fraser Basin Council; Ice Storm 1988; Insurance Bureau of Canada; Manitoba Flood 1997; Sagueany Flood 1996; Severe Acute Respiratory Syndrome (SARS); U.S. policy.
Program Record Number: FIN EDP 385

Energy
Description: General information on energy and energy policy, except oil and gas.
Note: This program is no longer active.
Topics: General series; Canada-U.S. relations; conferences, committees and meetings; conservation programs; natural gas pipelines; oil and gas; pipelines; relations with foreign countries; relations with provinces; renewable energy programs; research and technology;

substitution programs; Task Force on Northern Oil Development.
Program Record Number: FIN EDP 425

Environment
Description: Information on policies and programs to improve the quality of the environment, and on issues related to such initiatives.
Topics: General series; air; water; the environment and the economy; Environment Canada; forests; historical sites; industrial; International Joint Commission; international relations; invasive species; national parks; national wildlife; pollution; research programs; environmental assessment; weather.
Program Record Number: FIN ERP 405

Fisheries and Oceans
Description: General information on the harvesting and processing of fish and seafood, including reviews, associations, federal provincial relations, international relations, legislation, regulations, and subsidy and support programs as well as information on ocean issues.
Topics: General series; Fisheries and Oceans Canada; oceans; policy and programs – Atlantic, Pacific; regulation; relations; resource and industry; subsidy and support programs; tax and fiscal policy issues; Canadian Coast Guard.
Program Record Number: FIN EDP 495

Forestry
Description: Information on forestry policy and the forest industry, including pulp and paper.
Note: This program is no longer active.
Topics: General series; industrial development – forest products.
Program Record Number: FIN EDD 521

Industrial Development
Description: Information on government policies and programs to promote industrial development and related issues, including government procurement of goods and services.
Topics: General series; companies; government procurement; programs; sectors – general series, automotive, environment, shipbuilding, aerospace: Canadair Limited and The de Havilland Aircraft of Canada; small business.
Program Record Number: FIN EDD 435

Minerals
Description: General information on mining and mine reclamation and the production and marketing of minerals, including reviews, associations, missions to other countries, federal and provincial legilsation, specific minerals.
Note: This program is no longer active.
Topics: General series; acts and regulations; coal; commodities; companies; gold; policy review; uranium – general series, legislation, production and sales; fiscal-tax issues.
Program Record Number: FIN ERP 410

National Defence
Description: Information on national defence policy and budgets.
Topics: Conferences and seminars; defence funding; domestic support; procurement; infrastructure; international crises; Canada-U.S. defence relations; military personnel; international organizations; Public Security and Anti-terrorism Committee (PSAT); reserve forces.
Program Record Number: FIN EDP 383

Northern Development
Description: General information on various aspects of development in the Northwest Territories, Yukon, and Nunavut, and related federal policy.
Topics: General series; advisory committee; financial support; resources – general series, land claim issues, minerals, oil, and gas; senior policy committee on northern resource development projects; transportation – roads.
Program Record Number: FIN EDP 415

Nuclear Power
Description: General information on electrical power generated by nuclear means: This includes the Atomic Energy Control Act and Board, liability in case of accidents, building of nuclear reactors in Canada, sale of nuclear reactors and heavy water plants to foreign countries, production and sale of heavy water in Canada.
Topics: General series; Atomic Energy Advisory Panel; domestic projects; foreign relations; non proliferation and safeguards; liability; research and development program.
Program Record Number: FIN EDP 395

Oil and Gas
Description: Information on oil and gas policy, including initiatives and legislation, federal-provincial negotiations, particular energy projects (e.g. tar sands plants, Hibernia, upgraders) and proceedings of intergovernmental and interdepartmental committees.
Note: This program is no longer active.
Topics: General series; Canada lands; downstream petroleum industry – general series, petrochemicals; exports; heavy oil and tar sands; imports; industry – general series, dome

petroleum; legislation; Petro- Canada; sector and policy; taxation issues.
Program Record Number: FIN EDP 420

Policy Analysis and Coordination
Description: General information on policy development and financial resource management issues.
Note: This program is no longer active as of 2006.
Topics: General series; Cabinet Committee on Economic and Regional Development; economic and regional development envelope; government estimates; prosperity.
Program Record Number: FIN EDD 432

Projects
Description: Information on several major policy or economic projects.
Note: This program is no longer active as of 2006.
Topics: Crown asset disposal; Norman Wells; Ontario Power Generation; Petro-Canada; Port Hope; Toronto Harbourfront Centre; Toronto Harbourfront.
Program Record Number: FIN PRI 440

Cities and Communities
Description: Information on the development of policies and programs on Canadian cities and communities.
Topics: Sharing gas tax revenues with municipalities; funding to municipalities for public transit and infrastructure invesments.
Program Record Number: FIN EDD 525

Regional Development
Description: Information on policies and programs to promote the development of the economies of Canada's regions and on issues related to such measures.
Topics: General series; economic and regional development and general development agreements; programs; regions – Atlantic, New Brunswick, Newfoundland and Labrador, Nova Scotia, Prince Edward Island; regions – Northern, Ontario, Quebec, Western, Alberta, British Columbia, Manitoba, Saskatchewan.
Program Record Number: FIN EDD 450

Resources and Energy
Description: Information on the resource and energy sectors and related federal policy, including: oil and gas, electricity and related transportation infrastructures; minerals and mining; and forestry.
Topics: General series; environmental and regulatory assessment processes related to resource projects, including the Mackenzie Gas Project; legislation; government-industry meetings; federal-provincial relations; economic issues; Lower Churchill Development Corporation; projects.
Program Record Number: FIN EDP 500

Science and Technology
Description: Information on the development of policies on scientific and technological innovation activities in Canada and the federal government's programs for encouraging these activities.
Topics: General series; granting councils and related programs; the Internet; space program; technological innovation and related programs.
Program Record Number: FIN EDD 460

Telecommunications
Description: Information on the development of policies on telecommunications, including radio and television, cablevision, licences, satellites and cellular phone services.
Topics: General series; industry; radio and television; regulations and services; satellites.
Program Record Number: FIN EDD 465

Transportation
Description: Information on the development of policies on air, surface, and marine transportation systems in Canada.
Topics: General series; air mode – general series, airports; civil aviation; harbours and ports; highways and roads; highways and bridges; marine mode; motor vehicle; rail mode; shipping; urban.
Program Record Number: FIN EDD 470

Federal-Provincial Relations and Social Policy Branch

Aboriginal Policy
Description: Information on the development of policies related to Aboriginal issues.
Topics: Land claims; specific claims; self - government financing agreements; Aboriginal litigation; treaties, socio-economic conditions and programs for Aboriginal people.
Program Record Number: FIN FPR 225

Quebec Abatement
Description: During the 1960s, the federal government offered provinces contracting-out arrangements for certain federal-provincial programs. Only Quebec chose to use these arrangements. Information on the main components of these programs, namely medical, hospital insurance and post-secondary education, is to be found under other classes.
Topics: Quebec; financing; Youth Allowances Recovery.
Program Record Number: FIN FPR 215

Canada Health and Social Transfer
Description: Information on the level of federal transfers to provinces and territories in support of health care, post-secondary education, social assistance and social services, including early childhood development and early learning and childcare.
Topics: Tax transfer; cash transfer; Canada Assistance Plan (CAP); established programs financing (EPF); health; Canada Health Act; post-secondary education; early childhood development; early learning; child care; the CHST Supplement Trust for Health Care – Budget 1999; the CHST Supplement Trust 2000 – Budget 2000; the Medical Equipment Trust – Sept. 2000 First Ministers' Meeting; the 2003 CHST Supplement Trust – Budget 2003; the Diagnostic/Medical Equipment Trust – Budget 2003; the 2004 CHST Supplement Trusts for Health – Jan. 2004 First Ministers' Meeting; The 2004 Public Health and Immunization Trusts; 2003 First Ministers' Accord on Health Care Renewal.
Program Record Number: FIN SPD 307

Canada Health Transfer
Description: Information on the level of federal transfers to provinces and territories in support of health.
Topics: Tax transfer; cash transfer; (EPFs); health; Canada Health Act; CHST; accountability of federal health care support; 2003 First Ministers' Accord on Health Care Renewal; Restructuring the CHST – Budget 2003.
Program Record Number: FIN FPR 230

Canada Social Transfer
Description: Information on the level of federal transfers to provinces and territories in support of post-secondary education, social assistance and social services, including early childhood development and early learning and childcare.
Topics: Tax transfer; cash transfer; (CAP); (EPF); Canada Health Act; post-secondary education; Multilateral Framework on Early Learning and Child Care; social services; social assistance; early childhood development; warly learning; child care; restructuring the CHST – Budget 2003; 2003 First Ministers' Accord on Health Care Renewal.
Program Record Number: FIN FPR 240

Health Reform Transfer
Description: Information on the level of federal transfers to provinces and territories in support of health care reform related primary care, home care, and catastrophic drugs.
Topics: Cash transfer; health care reform; health; primary care; home care; catastrophic drugs; Canada Health Act; 2003 First Ministers' Accord on Health Care Renewal; Budget 2003.
Program Record Number: FIN FPR 245.

Conferences, Committees and Meetings
Description: Information, such as agendas, briefing material, background papers, summary notes of discussions and statements on conferences, committees and meetings pertaining to federal-provincial relations.
Topics: Ministers of Finance and provincial treasurers; continuing committee of officials; senior fiscal arrangement committee; sub-committees; conferences; committees and meetings.
Program Record Number: FIN FPR 235

Equalization and Policy Development
Description: Information on the development and implementation of formulae for the equalization of provincial revenues.
Topics: Formulae (1967-72, 1972-77, 1977-82, 1982-87, 1987-92, 1992-94, 1994-99, 1999-2004, 2004-09); tax bases; representative tax system; five province standard; renewal; Expert Panel on Equalization and Territorial Formula Financing.
Program Record Number: FIN FPR 210

Federal Provincial Relations
Description: General information on federal-provincial relations and topics not covered in specific program records.
Topics: Bills; provincial fiscal stabilization program; inter-governmental liaison for fiscal and economic matters; national unity; conditional grants and shared cost programs; Northwest Territories, Nunavut and Yukon – financial matters; Public Utilities Income Tax Transfer Act (PUITTA); statutory subsidies.
Program Record Number: FIN FPR 200

Fiscal Arrangements
Description: Information on the development leading up to fiscal arrangements for programs such as the CHST, equalization, and EPF.
Topics: Revenue guarantees; fiscal arrangements and EP; unconditional transfers; block funding; contracting-out arrangements; Quebec abatement.
Program Record Number: FIN FPR 205

Income Security
Description: Information on the development of policies relating to income security programs.
Topics: Child benefits; elderly benefits; pensions – Canada Pension Plan (CPP) – benefits, financing, Pension Benefits Standards Act (PBSA); retirement income policy; disablities; veterans.
Program Record Number: FIN SPD 296

Labour Markets/Employment/Learning
Description: Information on policies and programs relating to the labour market.
Topics: Labour force and employment; Canada Employment Immigration Commission (CEIC) – general series, immigration, job creation and training programs, Employment Insurance program – financing; labour adjustment; labour costs; youth programs; industrial relations.
Program Record Number: FIN SPD 301

Pensions
Description: Information related to pension fund investment and governance in Canada.
Topics: Canada Pension Plan; Public Service Superannuation Act.
Program Record Number: FIN SPD 156

Social Policy
Description: General information on the development of social policies.
Topics: General social research and policy.
Program Record Number: FIN SPD 290

Health/Culture/Justice
Description: Information on the development of policies relating to socio-economic programs.
Topics: Communications and culture; disability; education – general series, post-secondary education, evaluation; environment; granting councils; health – general series, Health Canada; housing – general series, Canada Mortage and Housing Corporation (CMHC) – general series, corporate finance, mortgage insurance, mortgage markets, programs; justice – general series, acts and legislations; multiculturalism; Aboriginal programs and activities – claims, financial; Official languages; Secretary of State; Solicitor General of Canada; sports/fitness; womens' issues.
Program Record Number: FIN SPD 306

Territorial Formula Financing and Northern Policy Development
Description: Information on the development and implementation of Territorial Formula Financing program for Yukon, Nunavut and the Northwest Territories.
Topics: General series; financial – general series, taxation; Expert Panel on Equalization and Territorial Formula Financing.
Program Record Number: FIN FPR 220

Financial Sector Policy Branch

Bank of Canada
Description: Information on the administration, policies and programs of the Bank of Canada.
Topics: Currency reserves; director and officer appointments; financial matters; returns to the Minister of Finance.
Program Record Number: FIN FMD 155

Bonds and Securities
Description: Information on the development of policies on the issuance and cancellation of Government of Canada bonds and Treasury bills.
Topics: Debt management policies; bonds; cancellation of securities; Government of Canada bonds; perpetual bonds 3% – 1936; real return bonds; securities deposit matters; Treasury bills; wartime loans and bonds; information on specific Government of Canada bonds is filed by date of issue.
Program Record Number: FIN FMD 165

Capital Markets
Description: General information on the federal government's involvement in capital markets.
Topics: Capital markets; financial markets – money, bond and equity.
Program Record Number: FIN FSP 145

Clearance and Settlement Issues
Description: General information on issues related to payments and clearance and settlement systems.
Topics: Clearing and settlement, payments systems of the Canadian Payments Association, including the Automated Clearing Settlement System, the Large Value Transfer System (LVTS), the Continuous Linked Settlement Service (CLS), The Canadian Depository for Securities Limited (CDS), The Canadian Derivatives Clearing Corporation (CDCC) and the Interac Association.
Program Record Number: FIN FSP 152

Anti-money Laundering and Anti-terrorist Financing Issues
Description: Information on policies related to domestic and international anti-money laundering and terrorist financing activities.
Topics: The Proceeds of Crime – (Money Laundering) and Terrorist Financing Act; the Financial Transactions and Reports Analysis Centre of Canada; the Financial Action Task Force on Money Laundering; the Caribbean Financial Action Task Force.
Program Record Number: FIN FSD 195

Financial Developments
Description: General information on financial developments in Canada.
Topics: Financial markets – Canada; interest rates – analysis and forecasts; interest rate swap program – U.S., Euro, Yen, international; International Swaps and Derivatives Association Inc.
Program Record Number: FIN FMD 190

Financing Abroad
Description: Information on the borrowing of money in other countries by the federal, provincial and municipal governments and by Canadian corporations.
Topics: Government projects financing; provincial, municipal, and corporate direct guaranteed financing bond issues – domestic and foreign.
Program Record Number: FIN FMD 175

International Issues
Description: Information on issues related to participation by Canadian financial institutions in foreign markets and foreign financial institutions participation in the Canadian market.
Topics: North American Free Trade Agreement (NAFTA); WTO/GATS; bilateral and multilateral trade negotiations; OECD; bilateral discussions.
Program Record Number: FIN FID 155

Official International Reserves and Exchange Rates
Description: Information on official reserves, the external value of the Canadian dollar, and associated policies.
Topics: The Currency Act; official international reserves; Exchange Fund Account; gold; Canadian dollar – including issues relating to legal tender status of coinage; analysis reports; international financial and exchange markets.
Program Record Number: FIN FMD 185

Regulatory Policy Issues
Description: Information on Canada's financial institutions, including banks, trust and loan companies, insurance companies, cooperative credit associations, private pension plans as well as the development of policies relating to financial institutions and federal deposit insurance. General information on the structure and operation of the financial services industry and related statutes and regulations.
Topics: Financial sector legislative framework; ownership; control; foreign entry; transactions; investor confidence; troubled financial institutions; confidentiality/disclosure; consumer protection; privacy; deposit insurance; policy holder protection; regulatory approvals and interventions; consultations with stakeholders; industry relations; corporate social responsibility and analysis; Task Force on the Future of the Canadian Financial Services Sector – reports and submissions, associations, banks and credit unions, companies, insurance and investment.
Program Record Number: FIN FSP 150

Other Issues
Description: Information on policies related to Canada's financial institutions and markets.
Topics: Future policy development of the sector; industry profiles; industry trends and performance; directors' liability; environmental liability; small business financing; derivatives; mortgage markets; investment rules; consumer issues.
Program Record Number: FIN FSP 157

International Trade and Finance Branch

Agreements
Description: Information on the negotiations and the development of policies on international agreements between Canada and other countries and between other countries.
Topics: Agreements – general, automotive.
Program Record Number: FIN IER 565

Anti-dumping
Description: Information on anti-dumping actions taken, including statements of reasons, decisions and panel (either WTO or NAFTA) review of those decisions.
Topics: Canadian – commodities, cases other than steel, steel cases; international – European Economic Community (EEC), U.S., Canadian negotiating position regarding anti-dumping in international agreements (WTO, NAFTA, proposed Free Trade Area of the Amercias).
Program Record Number: FIN IER 551

Canada-Chile Free Trade Agreement (CCFTA)
Description: Information on the development and implementation of policies affecting trade relations between Canada and Chile.
Topics: CCFTA; articles of the Agreement
Program Record Number: FIN IER 558

Canada-Israel Free Trade Agreement (CIFTA)
Description: Information on the development and implementation of policies affecting trade relations between Canada and Israel.
Topics: CCFTA; articles of the Agreement.
Program Record Number: FIN IER 559

Canada – U.S., and Mexico Trade Agreement
Description: Information on the development and implementation of policies affecting trade relations between Canada, the U.S., and Mexico.
Topics: NAFTA.
Program Record Number: FIN IER 557

Canada – United States Trade Agreement
Description: Information on the development and implementation of policies affecting trade relations between Canada and the U.S.

Topics: Free Trade Agreement; anti-trust and business acquisition; Chapter 18, Chapter 19 panel; contingency protection; customs and tariffs; sectoral matters – agriculture, automotive and aerospace, energy and the environment; mining and metals.
Program Record Number: FIN IER 553

Canada – U.S. Free Trade Agreement (FTA), NAFTA
Description: Information on tariff reductions, accelerated tariff reductions, rules of origin, special safeguard provisions.
Topics: Canada-U.S. FTA; NAFTA; articles of the agreements; acceleration of tariff elimination.
Program Record Number: FIN TAR 695

Canadian and Foreign Countries Trade
Description: General information and reports on trade relations with foreign countries, including information on the negotiation and content of trade agreements.
Topics: Contingency protection; customs and tariffs.
Program Record Number: FIN IER 552

Canadian Development Assistance
Description: General information on the financial programs and other developmental assistance given to foreign countries by Canada and the federal government agencies that administer these programs.
Topics: Bilateral and multilateral allocations; Canadian International Development Agency (CIDA); committees, conferences and meetings; energy crisis and aid; financing; private sector; reviews.
Program Record Number: FIN IFD 620

Canadian Development Assistance Programs
Description: Information on the Canadian government's programs of developmental assistance to specific foreign countries.
Topics: Central and Eastern Europe; Africa – Commonwealth, Francophone; Caribbean; Latin America; Middle East; South and Southeast Asia, India, Pakistan; projects.
Program Record Number: FIN IFD 625

Commonwealth Relations
Description: Information on the administration, programs and policies of the Commonwealth and its organizations and the Canadian government's position on these policies and programs.
Topics: Commonwealth; committees; developmental assistance; commonwealth Fund for Technical Co-operation; meetings and conferences of Commonwealth officials; meetings – heads of government, ministers, finance, food production and rural development, trade and economic; Commonwealth organizations; Commonwealth Secretariat – administration, education, education liaison, finance.
Program Record Number: FIN IFD 630

Economic and Statistical Reports
Description: Information on international economic and financial activity.
Topics: Japan; Germany; France; the United Kingdom; Italy; other industrialized OECD countries; the European Union; emerging market economies and the states of central and eastern Europe, as well as Russia and some other states of the former Soviet Union.
Program Record Number: FIN IFD 610

European Union
Description: Information on the development and implementation of trade policies affecting trade relations between Canada and the European Union.
Topics: Agriculture policy; external economic relations; policies; tariff and trade issues.
Program Record Number: FIN IER 554

Export Finance Programs
Description: Information on the administration, policies and programs of Export Development Canada, the Canadian Commercial Corporation, and the Credit Grain Sales Program of the Canadian Wheat Board, set up by the federal government to facilitate and develop trade between Canada and other countries.
Topics: Export Development Canada; board of directors; long-term export financing and financing projects; Insurance and investment; Canada Account; Canadian Commercial Corporation; Credit Grain Sales Program of the Canadian Wheat Board; Agri-food Credit Facility.
Program Record Number: FIN IFD 635

Francophone Relations
Description: Information on meetings held inside and outside Canada.
Topics: Meetings.
Program Record Number: FIN IFD 633

General Agreement on Tariffs and Trade (GATT)
Description: Information on the preparation of detailed positions on tariff matters, customs valuation, and the conduct of negotiations on multilateral trade issues under the GATT/WTO.
Topics: Multilateral trade negotiations; Article XXVIII renegotiations; Consolidations of and rectifications and modifications to Canada's GATT/

WTO schedule on tariff bindings.
Program Record Number: FIN TAR 690

GATT/WTO
Description: Information on the development of policies, negotiations, decisions, reports, meetings on the GATT.
Topics: Articles of agreement; international trade centre; committees and conferences; multilateral trade negotiations (Uruguay) 1986; WTO – conferences, committees and meetings, documents, joint committee review of member countries subsidies, countervailing, and anti-dumping legislation.
Program Record Number: FIN IER 570

International Economic and Financial Relations
Description: General information on international economic and financial relations, including conferences and meetings.
Topics: Economic and financial relations with other countries; Economic Summit; G7; G10; G20; finance ministers from member countries of the Asia-Pacific Economic Cooperation (APEC); Western Hemisphere Finance Ministers.
Program Record Number: FIN IFD 605

International Economic Relations
Description: Information on the conduct and formulation of specific trade policies.
Topics: Agreements – GATT; WTO; FTA; NAFTA; APEC; Chilean Access; FTAA; automotive agreement; relations with other countries; Canadian customs and tariffs; Canadian International Trade Tribunal (CITT) – references/ studies; commodities – general textile, foreign countries; conferences, committees and meetings – bilateral trade and economic relations; countervailing duties – Canadian, international, U.S.; economic sanctions; foreign direct investment, countries – review process; relations with the Deoartment of Foreign Affairs and International Trade; Special Import Measures Act – subsidies; countervail; anti-dumping; government procurements; safeguards measures; services.
Program Record Number: FIN IER 550

International Energy Matters
Description: Information on the development of policies on international relations, projects, and organizations dealing with energy.
Topics: International energy conferences; International Energy Agency (IEA); Organization of the Petroleum Exporting Countries (OPEC).
Program Record Number: FIN IER 585

International Financial Institutions
Description: General information on the administration, policies and programs of international financial institutions and the Canadian government's position on their policies and programs.
Topics: International Centre for Settlement of Investment Disputes (ICSID); multilateral projects; International Bank for Reconstruction and Development (World Bank); International Development Association, Inter-American Development Bank; African Development Bank; Asian Development Bank; European Bank for Reconstruction and Development; International Finance Corporation; Multilateral Investment Guarantee Agency.
Program Record Number: FIN IFD 640

International Financial Institutions – Individual Institutions
Description: Information on the administration, policies, and programs of individual institutions and the Canadian government's position on these policies and programs.
Topics: African Development Bank; African Development Fund; Asian Development Bank; Asian Development Fund; Caribbean Development Bank; European Bank for Reconstruction and Development; Inter-American Development Bank; International Bank for Reconstruction and Development; International Development Association; International Finance Corporation; Multilateral International Guarantee Agency.
Program Record Number: FIN IFD 645

International Monetary Fund (IMF)
Description: Information on the administration, operation and policies of the IMF and Canada's participation in it.
Topics: Bretton Woods Institutions – annual meetings; policy; administration; directors; financial operations – including the Enhanced Structural Adjustment Facility; facilities of the IMF; gold; quotas; special drawing rights; interim committee; G10; international liquidity; publications and reports; relations – other countries.
Program Record Number: FIN IFD 600

International Organizations
Description: Information on the policies, programs, and reports on the activities of international organizations and the Canadian government's position on their policies, programs, and reports.

Topics: International satellite communications; Organization of American States – conferences and meetings.
Program Record Number: FIN IFD 650

International Organizations
Description: Information on the administration, operations, and policies of international organizations dealing with international economic relations.
Topics: United Nations; European communities; European Free Trade Area; European Economic Community; European Free Trade Association; North Atlantic Free Trade Area; OECD – administrative matters, financial matters, general policy matters, committees, and agencies; WTO; APEC.
Program Record Number: FIN IER 560

International Programs
Description: General information on programs and events in developing countries.
Topics: Payments made in respect of multilateral debt reduction agreements; Paris Club.
Program Record Number: FIN IFD 615

International Trade
Description: General information on the conduct of trade between Canada and other countries.
Topics: Canada and foreign countries; APEC; imports and exports control; Canada and foreign countries trade reports – Japan, Australia.
Program Record Number: FIN IER 575

Multilateral Co-ordination of Aid and Financing
Description: Information on international programs and projects to furnish financial and other help to countries to develop their industries and resources.
Topics: Development assistance programs – inter-governmental groups, U.S. of OECD – Development Assistance Committee, Development Centre, meetings, private flow, programs, working parties and groups, Export Credits Group – documents; OECD Arrangement on Guidelines for Officially supported Export Credits; Practices of other export credit agencies.
Program Record Number: FIN IFD 660

OECD
Description: Information on the activities of the OECD, including reports, analysis and positions of Canada with respect to activities of specific committees.
Topics: Conferences, committees and meetings – Agriculture Committee, Economic and Development Review Committee, Economic Policy Committee, Trade Committee, Committee on International Investment and Multinational Enterprises; Committee on Capital Investments and Invisible Transactions; Multilateral Agreement on Investment.
Program Record Number: FIN IER 556

Other Import Measures
Description: Other information on the importation of goods into Canada, including information on the preferential treatment accorded to some countries, specific commodities, customs tariffs and duties and the government agencies that administer these tariffs and duties.
Topics: International commodity group; Canadian customs; Canadian customs tariff; Canadian International Trade Tribunal; generalized system of preferences – country files.
Program Record Number: FIN TAR 595

Special Import Measures
Description: Information on measures in respect of the importation of subsidized or dumped goods.
Topics: International anti-dumping; International countervailing duties; Special Import Measures Act; Canadian International Trade Tribunal; commodities; Canadian countervailing duties; low-cost imports.
Program Record Number: FIN IER 590

Tariff Items
Description: Information on representations from industry for specific changes in rates of duty for individual tariff items or classes of items, rules of origin, concessionary codes, and the Harmonized System.
Topics: General information; statutory amendments; regulatory amendments; HS conversion; tariff simplification; individual tariff items.
Program Record Number: FIN TAR 700

Tariffs
Description: General information on the development of policies on customs tariffs and trade, including acts, legislation, and agreements.
Topics: Tariff policy; tariff simplification; bilateral and multilateral trade agreements; surtaxes; remissions and drawbacks; preferences for developing countries; marking of imported goods; Canadian International Trade Tribunal; orders in council.
Program Record Number: FIN TAR 675

United Nations
Description: Information on the administration, policies, and programs of the United Nations and the Canadian government's position on these policies and programs.

Topics: Economic commissions – Europe, committees; United Nations General Assembly committees – ad hoc, economic and social, Fifth Administrative and Budgetary – sessions; Office of the United Nations High Commissioner for Refugees (UNHCR); international economic order; Law of the Sea and Ocean Dumping Convention; peacekeeping operations; programs; United Nations Secretariat; Security Council; specialized agencies; financial operations – special United Nations summits.
Program Record Number: FIN IFD 665

United Nations Agencies
Description: Information on the administration, policies, and programs of the agencies of the United Nations and the Canadian government's position on these policies and programs.
Topics: United Nations Conference on Trade and Development (UNCTAD) – administration, committees, and conferences, financial operations; UNCTAD – Trade and Development Board, permanent committee, sessions, transfer of technology; United Nations Development Programmes (UNDP) – administration, financial operations, governing council; Economic and Social Council (ECOSOC) – commissions, standing committees, science and technology; subsidiary bodies, trans-national corporation; United Nations Educational, Scientific and Cultural Organization (UNESCO); United Nations Environmental Programme (UNEP) – governing council; Food and Agricultural Organization of the United Nations (FAO) – administration, committees, conferences and meetings, council, financial operations, publications; United Nations Industrial Development Organization (UNIDO) – administration, conferences and meetings, industrial development board; International Atomic Energy Agency (IAEA) – administration, conferences and meetings, financial operations, nuclear power; United Nations Children's Fund (UNICEF); International Fund for Agricultural Development (IFAD); International Labour Organization (ILO) – administration, conferences; Law of the Sea and Ocean Dumping Convention – administration, conferences and meetings, negotiating issues; Pan-American Health Organization (PAHO); United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA); World Food Programme (WFP) – committees; World Health Organization (WHO) – administration, financial operations; World Health Assembly.
Program Record Number: FIN IFD 670

Tax Policy Branch

Air Traveler's Security Charge (ATSC)
Description: Information on the policy development and operation of the ATSC.
Topics: Technical issues; review process; rates; communications; administrative issues; industry profiles.
Program Record Number: FIN STD 745

Budgets
Description: Information on the preparation and tabling of the federal government's budget.
Topics: Bills; background technical and policy information; Minister's briefing notes; enquiries.
Program Record Number: FIN TPD 710

Excise Taxes and Duties
Description: Information on the excise taxes and duties charged on goods and services.
Topics: Air transportation; alcohol; tobacco products; tobacco smuggling; motive fuels; energy; jewellery; oil export tax; split-run tax; excise and special levies; ATSC; review of the Excise Act.
Program Record Number: FIN STD 755

GST and HST
Description: Information on the operation of the GST and the HST.
Topics: GST/HST treatment of various sectors – non-profit and charitable organizations, border-place of supply and international, public sector bodies (PSB), hospitals, schools, colleges and universities, municipalities, and governments, financial institutions, real property; small business issues – including compliance costs; federal-provincial issues – harmonization, reciprocal tax agreements; social policy – health care rebate review; administrative issues – filing, remittances, enforcement, and compliance; general operational issues – cash flow, import and export issues, industry – specific issues; quantitative analysis; environmental issues; application of the GST/HST to First Nations; sales tax reform – alternatives to GST; Comprehensive Integrated Tax Coordination Agreement (CITCA).
Program Record Number: FIN STD 747

Income Tax
Description: General information on the federal Income Tax Act, including material dealing with the development of policies, briefs, and submissions from companies, groups, and associations, and proposals from the public.
Topics: Assessments; Payments and returns; oil, gas, and mining resource projects; environmental issues; briefs and submissions; capital gains and losses; credits; charities; deferred and other

income arrangements; excess profits tax; office or employment; farming and fishing; partnerships; pensions and retirement plans; Canada Child Tax Benefit; political contributions; estates and gifts.
Program Record Number: FIN TPD 715

Income Tax on Business and Property
Description: Information on the federal income tax on business and property, including material dealing with the development of policies and proposals from companies, groups, associations and individuals.
Topics: Deductions; land and real estate; special cases; Auditor General of Canada; banking; capital cost allowance; capital taxes; corporate tax structure; co-operatives; Crown corporations; economic development; electricity and alternative energy; environment; natural resource issues – mining, oil and gas, and forestry; financial instruments; financial markets issues; flow-through vehicles; investments – inbound, outbound, income, and capital gains; insurance; intergovernmental issues; international taxation issues; revenue and expenditure forecast; research, development, and evaluation; small business; tax burden; tax credits and incentives; tax expenditure and evaluation; tax treaties; taxable benefits; transfer pricing; non-capital losses.
Program Record Number: FIN TPD 720

Intergovernmental Taxation
Description: Information on policy development and administration of federal-provincial income tax collection agreements and the reciprocal taxation agreements; analysis of issues in the area of federal-provincial tax relations; and policy development and negotiations on First Nations taxation.
Topics: Aboriginal tax policy – court cases, issues related to the Indian Act legislative issues, self-government and comprehensive claims, tax administration agreements; First Nations taxation; federal-provincial tax agreements; Indian tax exemption; First Nation government tax powers; reciprocal taxation agreements; tax collection agreements – administration, negociations.
Program Record Number: FIN TPB 768

International Taxation
Description: Information on all aspects of international taxation, such as tax agreements with other countries and international organizations, taxation matters within other countries, privileges, and immunities.
Topics: Canadian tax agreements with other countries; Canadian tax agreements with the United Kingdom and the U.S.; international organizations; Canada-U.S. – comparisons; residents, foreign income (FAPI, FIE); Canadian tax treaties (U.S. and non-U.S.).
Program Record Number: FIN TPD 731

Non-resident Taxes
Description: Information on the federal income tax on persons, businesses and corporations that are not residents of Canada, including material dealing with the development of policies and proposals from companies, groups, associations and individuals.
Topics: Business and corporations; personal; withholding tax.
Program Record Number: FIN TPD 725

Personal Income Tax
Description: Information on federal personal income taxes, including material dealing with the development and evaluation of tax measures and policies.
Topics: Tax structure; tax expenditures – exemptions, deductions, credits; income maintenance; employment; education; capital gains; retirement savings; charity; savings and investments – investment income, labour-sponsered venture capital corporations and venture capital, stock options, self-employed, tax expenditures; social policy – children, dependency, disabilities, family taxation, low income measures, medical expenses, seniors.
Program Record Number: FIN TPD 730

Refunds, Credits and Remissions
Description: Information on the refund and remittance of overpayments of federal excise and sales taxes.
Topics: A variety of specific issues with respect to sales and excise taxes.
Program Record Number: FIN STD 750

Remissions of Taxes
Description: Information on the remission of taxes, corporation income taxes, personal income taxes and all other forms of federal taxes, except sales and excise taxes.
Topics: A variety of specific issues with respect to corporate and income taxes.
Program Record Number: FIN STD 735

Tax Expenditures and Evaluations
Description: Information on evaluation of selected tax measures and on consultations and discussions on tax expenditures and evaluations.

Topics: Committees; conferences; meetings; seminars.
Program Record Number: FIN TPB 770

Tax Policy
Description: General information on tax policy and legislation – including reports from the Canada Revenue Agency – statistics, Royal Commission reports and studies on the subject of taxation and information on First Nations taxation in the context of self-government.
Topics: Royal Commission on Taxation – briefs and submissions, reports, and studies; White Paper on Tax Reform – studies; tax expenditures; conferences.
Program Record Number: FIN TPD 705

Taxes on Corporations and Shareholders
Description: Information on federal taxes on corporations and their shareholders, including material dealing with the development of policies and proposals from companies, groups, associations, and individuals.
Topics: Deductions; investiment income; amalgamations and reorganizations; securities; special rules – banking; White Paper on Tax Reform – 1987; private corporations; shareholder taxation; specialty corporations; special rules.
Program Record Number: FIN BIT 765

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Accounts and Accounting
Acts and Legislation
Administration
Administration and Management Services
Audits
Budgets
Buildings
Buildings and Properties
Classification of Positions
Co-operation and Liaison
Employment and Staffing
Equipment and Supplies
Finance
Furniture and Furnishings
Hospitality
Human Resources
Lands
Occupational Health, Safety and Welfare
Office Appliances
Official Languages
Pensions and Insurance
Personnel
Physical Security
Proactive Disclosure
Procurement
Relocation
Salaries and Wages
Staff Relations
Training and Development
Travel
Utilities
Vehicles

Particular Personal Information Banks

Access Request Files
Description: This bank contains requests under the Access to Information Act submitted by individuals to access records under the control of the Department of Finance Canada, the replies to such requests and any other information relevant to the processing of the requests.
Class of Individuals: Individuals who have exercised their rights under the Access to Information Act.
Purpose: This information is compiled to process requests submitted under the Access to Information Act.
Consistent Uses: The information may also be used to compile statistics in relation to reporting requirements or in relation to studies on developing trends on the use of the legislation.
Retention and Disposal Standards: Information is retained for two years from the date of the most recent action on file, after which the records are destroyed.
RDA Number: 98/001
Related PR#: FIN AIP 005
TBS Registration: 001888
Bank Number: FIN PPU 020

Applications for Employment
Description: This bank serves as a reference for any applications received from individuals seeking employment with the Department of Finance

Canada. These requests usually consist of a letter to which a curriculum vitae is attached, which contains such information as the name, address, education, and experience of the individual.
Class of Individuals: Individuals seeking employment with the Department of Finance Canada.
Purpose: Applications retained for vacant positions within the Department.
Consistent Uses: The bank is also used to store information on these individuals.
Retention and Disposal Standards: The records are retained for two years and are then destroyed.
RDA Number: 98/005
Related PR#: FIN PRN 920
TBS Registration: 001886
Bank Number: FIN PPU 010

Minister's Correspondence
Description: This bank contains letters addressed to the Minister of Finance and Secretary of State (International Financial Institutions). It relates to individuals who write to the Minister of Finance.
Class of Individuals: Individuals wishing to comment on the issues of the day.
Purpose: Letters are sent to the Minister.
Consistent Uses: Information is used to prepare responses.
Retention and Disposal Standards: Files are retained for five years and then destroyed.
RDA Number: 2004/005
Related PR#: FIN CAC 030
TBS Registration: 003545
Bank Number: FIN PPU 030

Personal Services Contracts
Description: This bank contains the contracts placed, types of services rendered, length of contracts, money expended, the social insurance number of individuals on contract, the actual contracts and supporting documents.
Class of Individuals: Individuals hired under personal service contracts by the Department.
Purpose: The bank is used for accounting, reference, and statistical purposes.
Consistent Uses: None
Retention and Disposal Standards: Files are retained for six years after completion and non-renewal and are then destroyed.
RDA Number: 99/004
Related PR#: FIN PRN 914
TBS Registration: 001885
Bank Number: FIN PPU 005

Privacy Request Files
Description: This bank contains requests submitted under the Privacy Act, the replies to such requests and any other information relevant to the processing of the requests.
Class of Individuals: The general public or employees of the Department who have exercised their rights of access under the Privacy Act.
Purpose: This information is compiled to process requests submitted under the Privacy Act and to allow individuals to exercise their rights under the legislation.
Consistent Uses: The bank is used in the compilation of statistics in relation to reporting requirements of the Privacy Act or in relation to studies on the developing trends of requests submitted under the Act.
Retention and Disposal Standards: Information is retained for two years from the date of the most recent action on file, after which the records are destroyed.
RDA Number: 98/001
Related PR#: FIN AIP 005
TBS Registration: 001887
Bank Number: FIN PPU 015

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Hospitality

Personnel Security Screening

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Classes of Personal Information

In the course of conducting the programs and activities of the Department of Finance Canada, personal information may be accumulated that is not contained in the specific information banks described in this entry. This information exists in a fragmented form throughout the subject files of the Department. This information is stored as part of the general subject files, where records are normally retrieved by the name of the individual or other personal identifier. This form of information is retrievable only if specifics are provided concerning the subject matter, related departmental activity, as well as the date at which

the information was received by the Department and to whom it was addressed.

The personal information contained in the subject files is retained for the same period of time as the related subject information and disposed of according to the appropriate record schedules.

Manuals

- Access to Information
- Cabinet Confidences – Editor's Guide (PCO)
- Crown Corporations
- Department of Finance – Guide to Procedures
- Department of Justice, Regulations Section, Drafting Conventions, No. 1, March 1996
- Evaluation
- Guidelines on Access to Information
- Government Security Policy (GSP)
- Guide on preparing the Departmental Performance Report
- Guide on Preparing the Report on Plans and Priorities
- Internal audit
- Manager's Handbook Canada Labour Code Part II
- PCO Guidelines for Preparing Government Responses to House of Commons Committee Reports
- Privacy and Data Protection
- Receiver General Accounting Manual
- Receiver General Chart of Accounts
- Regulations Section – Drafting Committee, Drafting Directive No. 98-1, September 1998
- Security
- Staffing Manual
- The Government of Canada Regulatory Policy (1999) and a New Guide to the Regulatory Process
- WebCims Procedures Manual (Management of Executive Information)

Additional Information

Please see the Introduction to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Department of Finance Canada and its programs and functions may be directed to:

Information Services
Department of Finance Canada
140 O'Connor Street
Ottawa, Ontario K1A 0G5

Telephone: 613-992-1573

Reading Room

In accordance with the Access to Information Act, areas on the premises of this institution have been designated as public reading rooms. The addresses are:

Access to Information and Privacy Office
L'Esplanade Laurier, East Tower
140 O'Connor Street, 21st Floor
Ottawa

Finance and Treasury Board Library
L'Esplanade Laurier, East Tower
140 O'Connor Street, 11th Floor
Ottawa

Department of Justice Canada

Chapter 61

General Information

Background

The Department of Justice was created by the Department of Justice Act, passed at the first session of Parliament of the Dominion of Canada, and assented to on May 22, 1868. This Act outlined the responsibilities of the Minister of Justice and the Attorney General of Canada and, with a few exceptions, these responsibilities have remained substantially unchanged.

Responsibilities

The work of the Department consists of litigation, provision of legal advice and opinions to the federal government of Canada on a very wide range of matters, and the drafting of legislation, contracts and other legal documents. The Department is also concerned with the legal aspects of developing government policy, and prepares or reviews recommendations for reform of the law. To carry out these responsibilities, the Department uses federal statutes and regulations. In addition, contributions are made to provide financial assistance to organizations conducting studies and legal research and to other law-related programs. A limited number of grants is made in connection with legal education, and cost-sharing agreements are entered into with provincial and territorial governments in connection with young offenders, compensation of victims of violent crimes, legal aid in criminal cases for adults and young offenders, native court worker programs, and access to legal information. The Department also undertakes research in support of policy initiatives and other departmental responsibilities. The role of the Federal Department of Justice does not include the provision of legal services or advice to members of the public.

Legislation

- Annulment of Marriages (Ontario) Act
- Anti-terrorism Act
- Canada Evidence Act
- Canada Prize Act
- Canada-United Kingdom Civil and Commercial Judgments Convention Act
- Canadian Bill of Rights
- Canadian Human Rights Act
- Civil Marriage Act
- Commercial Arbitration Act
- Contraventions Act
- Crown Liability and Proceedings Act
- Courts Administration Service Act
- Criminal Code (firearms) and the Firearms Act, the Act to amend
- Department of Justice Act
- Divorce Act
- Escheats Act
- Extradition Act
- Family Orders and Agreements Enforcement Assistance Act
- Federal Courts Act
- Federal Law and Civil Law of the Province of Quebec Act (part 1 of the Federal Law-Civil Law Harmonization Act)
- Foreign Enlistment Act
- Foreign Extraterritorial Measures Act
- Identification of Criminals Act
- International Sale of Goods Contracts Convention
- Interpretation Act
- Judges Act
- Law Commission of Canada Act
- Legislative Instruments Re-enactment Act
- Marriage (Prohibited Degrees) Act
- Mutual Legal Assistance in Criminal Matters Act
- Official Languages Act
- Postal Services Interruption Relief Act

- Revised Statutes of Canada, 1985 Act
- Security Offences Act
- Security of Information Act
- State Immunity Act
- Statute Revision Act
- Statutory Instruments Act
- Supreme Court Act
- Tax Court of Canada Act
- United Nations Foreign Arbitral Awards Convention Act
- Youth Criminal Justice Act

The Minister shares responsibility to Parliament for the following Acts:

- Access to Information Act
- Bills of Lading Act
- Criminal Code
- Garnishment, Attachment and Pension Diversion Act
- Modernization of Benefits and Obligations Act
- Privacy Act

Organization

Aboriginal Affairs Portfolio

The Aboriginal Affairs Portfolio carries out a wide range of responsibilities in relation to Aboriginal matters. It has strategic and operational responsibility with regard to the conduct of Aboriginal litigation, including that associated with Indian Residential Schools. The Portfolio advises the government on legal issues that are not the responsibility of any one program department (such as Metis and non-status Indians); it develops positions on legal policy issues such as management of the Crown's fiduciary obligations; it provides legal advice to Indian and Northern Affairs Canada and to the Office of Indian Residential Schools Resolution of Canada; and it leads and manages the Government's Aboriginal Justice Initiative.

Business and Regulatory Law Portfolio

The Business and Regulatory Law Portfolio comprises the office of the Assistant Deputy Minister and twenty-four Legal Services Units. These Units provide on-site legal services to government clients whose mandates have in common a strong regulatory or business law component.

These units include: Agriculture and Agri-Food Canada, Atlantic Canada Opportunities Agency, Canada Economic Development for Quebec Regions, Canadian Environmental Assessment Agency, Canadian Food Inspection Agency, Canadian Heritage, Canadian International Development Agency, Canadian Nuclear Safety Commission, Canadian Space Agency, Communications Security Establishment, Competition Law Division, Environment Canada, Fisheries and Oceans, Foreign Affairs and International Trade Canada, Human Resources and Social Development Canada, Health Canada, Industry Canada, National Defence, National Research Council, Natural Resources Canada, Parks Canada Agency, Public Works and Government Services Canada, and Transport Canada.

The Portfolio also includes three specialized units: Intellectual Property Secretariat, Maritime Law Secretariat, and Property Law Section.

Central Agencies Portfolio

The Central Agencies Portfolio is composed of the Office of the Assistant Deputy Minister and seven Legal Services Units. These units provide on-site legal services to central agencies in their respective areas of activity. They manage critical horizontal legal, policy and operational issues related to the central agency functions of government. The Portfolio provides legal advice related to: financial institutions, public service employment law, labour law, official languages, GOL/Electronic Commerce tax law, Crown law, financial law, money laundering, terrorism, machinery of government, and the federal budget.

The legal services units include: Finance – General Legal Services, Finance – Tax Counsel Division, Financial Consumer Agency of Canada, Financial Transactions and Reports Analysis Centre of Canada, Office of the Superintendent of Financial Institutions of Canada, Public Service Commission, and Treasury Board Secretariat.

Citizenship, Immigration and Public Safety Portfolio

The Citizenship, Immigration and Public Safety Portfolio is comprised of the Office of the Assistant Deputy Attorney General, nine Departmental Legal

Services Units, a Litigation Management Team, and a Director of Portfolio Business Operations. The Portfolio provides legal services to government clients whose mandates include citizenship, immigration, refugee prrotection, combating war crimes and the promotion of public safety and emergency preparedness.

These units include: Canada Border Services Agency, Canada Firearms Centre, Canadian Security Intelligence Service, Citizenship and Immigration, Correctional Service of Canada, National Parole Board, Public Safety and Emergency Preparedness, Royal Canadian Mounted Police, and War Crimes and Crimes Against Humanity Program.

Civil Litigation Branch

The Civil Litigation Branch comprises the office of the Assistant Deputy Attorney General (Civil Litigation), Litigation Practice Management, Supreme Court of Canada and Charter Coordination, Coordination of Class Action and Mass Litigation, Legal Risk Management, Dispute Resolution and Business Management Centre. The role of the Civil Litigation Branch is essentially fourfold: (1) to coordinate the conduct of litigation and, where necessary, to coordinate legal, policy, and client perspectives and ensure the resolution of disagreements; (2) to ensure consistency in the positions taken in litigation and that the quality of representation meets the highest professional standards; (3) to assist in the refining of legal issues and positions as they arise, whether in the regions or in Ottawa, so that they are properly framed for consideration by the Litigation Committee, the Deputy Minister or the Attorney General; and (4) to provide guidance and direction in major, high profile litigation.

The Civil Litigation Section, housed in Ottawa's Headquarters, along with its counterparts in the Regional Offices, is responsible for the conduct of all litigation by or against the federal government, except tax and criminal litigation.

Civil litigation services are provided to virtually every federal department and agency. Counsel appear before all levels of provincial and federal courts and before many federal administrative tribunals and international panels, such as North America Free Trade Agreement (NAFTA) panels. Civil litigation counsel also advise on potentially litigious issues and are involved in finding policy and legislative solutions to problems that have come, or may come, before the courts. Their expertise covers many areas of law, including administrative, constitutional, debtor-creditor, employment, immigration, and native law, to name a few.

Communications Branch

The Communications Branch sets communications objectives for the Department through needs analyses and reviews of both the government's agenda and the Department's agenda. It develops and implements strategic communications plans for the Department's legislative initiatives, major court cases, and programs and policies. It advises the Minister and the Department on communications issues, and provides coordination and functional advice for satellite communications offices such as those with the Family, Children and Youth Section, the Youth Justice Policy Section, and the Victims of Crime Program. It assists sectors in planning and implementing their communications projects, and provides expert services and advice in such areas as promotion and publishing. The Branch is responsible for providing the Minister's Office with communications services, for liaison with the news media, for external communications such as news releases, speeches, exhibits and departmental advertising campaigns, and for liaison with other federal and provincial departments. The Branch also manages the departmental web site (www.canada.justice.gc.ca), as well as a public inquiry center.

Corporate Services

The Corporate Services plays a functional leadership and operational role in relation to financial management and accountability, information management and technology, human resources management, access to information and privacy, and internal audit. Corporate Services activities focus on many government-wide priority initiatives including, for example, HR Modernization; Results for Canadians; strengthening comptrollership and oversight; reviewing government expenditures and modernizing management practices; assuring accountability, transparency, good governance and enhanced role for Parliament; and building public capacity.

In addition to the Office of the Assistant Deputy Minister, Corporate Services, the sector comprises of the Finance, Administration and Programs Directorate, Professional Development Directorate, the Information Management Branch, the Access

to Information and Privacy Office, and the Office of Corporate Counsel.

Federal Prosecution Service

The Federal Prosecution Service is a national entity within the Department of Justice. It encompasses all staff counsel and prosecution agents engaged in the delivery of prosecution and criminal law advisory services at the federal level across Canada. Headed by the Assistant Deputy Attorney General (Criminal Law), the Federal Prosecution Services consists of a central component, a regional component (prosecutors working in the Department's regional offices and sub-offices and the legal agents working under their supervision), and the prosecutors with the Competition and Consumer Law Division within the Departmental Legal Services Unit at Industry Canada.

Headquarters is comprised of the Criminal Law Section, the International Assistance Group; the Executive Services Office; the Strategic Operations Section, the Legal Agent Affairs Unit, and the National Security Group.

International Cooperation Group

The International Cooperation Group is responsible for the development and implementation of cooperation programs in support of foreign countries' efforts to reform their system of justice.

Legislative Services Branch

The Legislative Services Branch is headed by the Chief Legislative Counsel, and is responsible for the drafting of all government bills and motions to amend, the drafting and examination of most of proposed regulations, the official publishing of Acts of Parliament following Royal Assent and related reference tables, and the updating and consolidation of federal statutes and regulations.

The Chief Legislative Counsel acts for the Minister of Justice in reviewing government bills and regulations for compliance with the Canadian Charter of Rights and Freedoms and the Canadian Bill of Rights. The Branch also ensures the recognition of the bijural nature of the Canadian legal system in bills and regulations.

Policy Sector

The Policy Sector contributes to the development and maintenance of a fair and accessible justice system by law reform, policy analysis and development, program delivery, and through ongoing research and evaluation. The Sector plans, develops and implements laws, policies and programs in the justice sector, dealing with criminal law (substantive and procedural) including youth criminal justice and sentencing, family law, and access to justice issues. The Sector also manages the Department's overall policy agenda, its relationships with policy partners in the federal government, provinces and territories, non-governmental organizations and international institutions and organizations. The Sector is responsible for sustaining the Department's research and evaluation capacity.

The principal components of the Policy Sector are: Criminal Law Policy Section, Family, Children and Youth Section, International Legal Programs Section, Policy Centre for Victim Issues, Policy Integration and Coordination Section, Programs Branch, Sentencing Reform Team, and Youth Justice Section.

Public Law Sector

The Public Law Sector is comprised of the office of the Assistant Deputy Minister, eight specialized legal advisory and policy sections, and one secretariat. Counsels in the sections offer highly specialized expertise in numerous areas of law and policy. There are recognized experts in human rights law, constitutional and administrative law, information law and privacy, judicial affairs, international trade law, public international law, private international law, aviation law and public law policy. The Public Law Sector assists the Department in fulfilling its central agency role as coordinator of legal advice across government and to central agencies.

The principal components of the Public Law Sector are Constitutional and Administrative Law Section, Human Rights Law Section, Information Law and Privacy Section, Public International Law Section, Trade Law Bureau, Public Law Policy Section, Judicial Affairs, Courts and Tribunal Policy Section, International Private Law Section, and International Aviation Law Secretariat.

Regional Offices

The Department has six regional offices located across the country: Atlantic Regional Office (located in Halifax, and a sub-office in St. John's), Quebec Regional Office (located in Montreal and Quebec City), Ontario Regional Office (located in Toronto) Prairie Regional Office (located in Winnipeg, Saskatoon, Calgary, and Edmonton),

British Columbia Regional Office (located in Vancouver), and the Northern Region (located in Whitehorse, Yellowknife, and Iqaluik, and a sub-office in Inuvik). The Regional Offices represent the client departments in civil and criminal matters, and provide a wide variety of legal services.

Senior Management Board

The Senior Management Board serves as the most senior decision-making body of the Department of Justice responsible for the overall management of the Department of Justice's substantive responsibilities (policy, programs, legal advisory, litigation, and legislative services) as well as its financial, human resources, and administrative responsibilities.

The membership consists of the Deputy Minister, the three Associate Deputy Ministers, and the Executive Director of the Office of Strategic Planning and Performance Management. The remaining membership is drawn from the Chairs/ Co-chairs of the Standing Committees to ensure membership is representative of the business liens of the Department as well as regional, national, and horizontal perspectivies.

Tax Law Services

The Tax Law Services Portfolio includes the Office of the Assistant Deputy Attorney General, the Legal Services Unit of the Canada Customs and Revenue Agency and Tax Litigation Sections in Ottawa and the Regional Offices. The Portfolio provides legal advice, litigation services, and drafting services to the Canada Customs and Revenue Agency in respect of all fiscal matters including income tax, excise tax and GST, employment insurance, customs and border services and international trade.

Information Holdings

Program Records

The Department of Justice files are maintained based on the subject content of the record or case name and/or details of the case using a central file classification system. Each Regional Office, Legal Services Unit, and Headquarters Section classifies records according to the subject matter or case name. Generally the records can be categorized into four main groups: Administrative, Legal Operational, Legal Policy and Program Development. As a rule, information is retrieved by name, subject, statute or term. Requesters need only describe the record they wish to access. If the request pertains to a specific case, the location indicating where the case took place is also required.

Aboriginal Information Research
Description: The database contains privileged legal opinions produced within the Aboriginal Affairs Portfolio. The primary goal of this database is to enable counsel to access legal advice that has been given previously in order to ensure consistent legal advice and efficient use of resources.
Topics: Formal opinions, by memorandum of law or letter, correspondence requesting legal opinions, and memoranda and correspondence providing legal advice.
Program Record Number: JUS CVL 005

Administration – Communication Branch
Description: This class of documents contains news releases, summaries of departmental achievements, and other educational and information materials, speeches, briefing notes, and other relevant documents.
Topics: Various subject matter related to administrative, operational and policy issues.
Program Record Number: JUS COM 005

Asset Management (AMAX)
Description: To record and report on the owner and location of assets in headquarters.
Topics: The database records all assets in headquarters.
Program Record Number: JUS ADM 005

Caseview
Description: Caseview is an integrated case management, timekeeping, and document generation/retrieval system, which provides an interface to case-specific data in the Department's national records management system (RIMS). The information is used for case tracking purposes, automated document creation, case inventory management, and reporting purposes (national statistics for senior management, responding to client queries, etc).
Topics: The database contains detailed information on cases (file number and name, events, dates, participants in cases, etc), contact information for participants (addresses, telephone numbers, etc), time spent by lawyers and legal staff on cases, documents created by lawyers using case data, etc.
Program Record Number: JUS CVL 010

Communities of Practice
Description: The Communities of Practice database provides access to research relating to Aboriginal law. The primary goal is to provide a forum for sharing legal research which is efficient and easy to use.
Topics: The database is a collection of leading court decisions, legal opinions, discussion papers and pleadings organized by issue.
Program Record Number: JUS CVL 015

EForms
Description: The database contains electronic forms used by the Department of Justice instead of hard copy originals. Information entered into a form is normally stored on the user private directory.
Topics: Finance, human resources, administration
Program Record Number: JUS ADM 010

FRIC
Description: The data bank contains information on individuals who were condemned to pay a fine to the Federal Prosecution Service. The information is used by the Quebec Regional Office for fine collection tracking.
Topics: It contains the amount of the fine, fees and other charges that were imposed by the court and the amounts paid by the delinquents.
Program Record Number: JUS ADM 015

GASPARD
Description: This database is to enable litigators and legal advisers to consult different documents (case law, facta, opinions, procedures, doctrine and others) quickly and efficiently when preparing pleadings or other legal documents.
Topics: Judicial decisions from the Federal Court and the Supreme Court of Canada, factums, opinions, and reference documents.
Program Record Number: JUS CVL 020

Grants and Contributions Information Management System (GCIMS)
Description: This database contains information on projects submitted for financial assistance or funded under any of the multiple transfer payment programs administered by the Department of Justice Canada. The information is used for reporting and accountability purposes for federal central agencies and the Canadian public.
Topics: The database contains project specific information including name and address of funding applicant, project description, time frames, inancial data, etc.
Program Record Number: JUS PGM 001

Integrated Finance and Materiel System (IFMS)
Description: To record and report on all financial and material transactions and provide an interface with the Receiver General.
Topics: This database records all financial and material management data for financial accounting, accounts receivable and payable, funds management, transfer payments, budgeting, procurement and crown agents.
Program Record Number: JUS CVL 025

Justice Electronic Forms (JEF)
Description: JEF is an electronic billing and case management system used by Crown Agents. The information is used to help Crown Agents manage their cases and produce Case Assignment Reports and Statements of Accounts, which are used to bill to the Department of Justice for services rendered and recoverable expenses.
Topics: The database contains information on cases, time and expenses.
Program Record Number: JUS ADM 020

Legal Operational – Civil Proceedings
Description: Information on an aggregate set of records pertaining to legal matters which come under the jurisdiction of the Department.
Topics: Legal opinions, requests to institute civil and legal proceedings, by or against the Crown or its agents or servants in a court of law or in any administrative board or tribunal; collection files; property and commercial documents, agreements of all kinds, waivers, licences and formal contracts and court documents, e.g. statements of claim, defense statements, reasons for order, motions, etc.
Program Record Number: JUS CVL 030

Legal Operational – Legal Advice
Description: Information providing legal advice to any department or agency of the Government of Canada.
Topics: Formal opinions, by memorandum of law or letter; guides relating to the provision of legal advice, correspondence requesting legal opinions, and memoranda and correspondence providing legal advice.
Program Record Number: JUS LGL 001

Legal Operational – Legislation
Description: Records pertaining to instructions for drafts of legislation.
Topics: Background papers and treatises; memoranda to Cabinet; drafts of all Bills presented to Parliament; regulations, orders, proclamations and commissions.
Program Record Number: JUS LGS 001

Legal Operational – Property
Description: Information relating to the acquisition of real property by purchase or expropriation, and the disposition of real property.
Topics: Various agreements, leases, deeds, licences, title abstracts, letters patent, and related correspondence and memoranda.
Program Record Number: JUS PRP 001

Legal Policy
Description: Information on legal policy and policy development.
Topics: Memoranda of law and facts, briefing notes, memoranda to Cabinet, consultation documents with non-governmental organizations, provinces, other countries and special interest groups, consultants' reports and studies, research material, communication strategies, and supporting correspondence.
Program Record Number: JUS POL 001

Litigation Support
Description: Litigation support databases contain document collections relevant to specific litigation cases and document collections relevant to anticipated litigation. Support to in-house litigation teams in the tracking, analysis and preparation of documents for case research and discovery.
Topics: The databases contain information about the documents (date, author, type, subject), images, text and annotations.
Program Record Number: JUS CVL 035

LOPORS
Description: The database is used as a research tool by departmental lawyers and paralegals in the preparation of court cases and legal briefs, saving time on legal research, avoiding duplication of efforts and ensuring consistency of legal views on important issues.
Topics: The database contains legal opinions and other material of precedential value.
Program Record Number: JUS ADM 025

NewsDesk
Description: Provides access to up-to-date information regarding relevant news.
Topics: This database contains electronic clippings from several newspapers.
Program Record Number: JUS ADM 030

PeopleSoft
Description: This Treasury Board endorsed human resources management system consolidates all the functions related to managing department of Justice employees and positions into a single enterprise-wide environment. To maintain human resources information for the purpose of central agency human resources reporting, in addition to the provision of human resources to Department of Justice managers to effectively manage their human resources.
Topics: This web-enabled product is flexible and is modeled to reflect the Government of Canada's unique operations, policies and best practices in the following key domains: Compensation, Employment Equity, Labour Relations, Leave Self Service, Manage Priorities, Official Languages, Position Management, Recruitment, Training and Development, Workforce Administration.
Program Record Number: JUS ADM 035

Program Development
Description: Information related to grants and contributions.
Topics: Public legal education initiatives, legal aid, agreements with the provinces, programs for aboriginal peoples, program for law students, young offenders.
Program Record Number: JUS PGM 005

RIMS
Description: This database is the tracking and retrieval system for official departmental records.
Topics: The database contains information on official Department of Justice records including the file number, file subject, date of creation, number and types of folders, charge out and locations of folders, and archival information.
Program Record Number: JUS ADM 040

Salary Management System (SMS)
Description: This salary forecasting system allows management to forecast salary expenditure based on detailed information of employee records.
Topics: forecast salary expenditure
Program Record Number: JUS ADM 045

Time Keeping System (TKS)
Description: The information is used for reporting purposes and cost recovery for services rendered to client departments.
Topics: The database contains billable and non-billable time against projects, cases and files for lawyers, paralegals and legal staff deployed across several legal services units.
Program Record Number: JUS ADM 050

Travel Expert System (TES)
Description: To assist in the preparation and processing of travel requests and claims. (The system is not widely used).
Topics: This database contains travel requests and claims.
Program Record Number: JUS ADM 055

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Automated Document, Records, Information Management Systems

Budgets

Buildings and Properties

Business Continuity Planning (BCP)

Classification of Positions

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Information Technology Services

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Personnel

Physical Security

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Vehicles

Particular Personal Information Banks

Allan Memorial Institute Depatterned Persons Assistance Plan

Description: This bank contains information on individuals who have made application for an ex-gratia payment of $100,000 and who were former patients of Dr. Ewen Cameron at the Allan Memorial Institute and underwent a treatment termed 'depatterning'. The Plan was established by Order in Council (P.C. 1992-2302, 16 November 1992) and terminated on January 31, 1994. This bank contains application forms identifying the individual information, release forms and other administrative documentation.

Class of Individuals: Individuals who have made applications for payment under the criteria set out in the Order-in-Council.

Purpose: The information was used in the administrative and operation activities required to carry out the Government of Canada's responsibilities under the Order in Council.

Consistent Uses: No consistent use.

Retention and Disposal Standards: Records are retained for a period of 21 years after which they are destroyed or transferred to National Archives as historical records.

RDA Number: 95/030

Related PR#: JUS CVL 010

TBS Registration: 003497

Bank Number: JUS PPU 135

Central Registry of Divorce Proceedings

Description: This bank contains information obtained from the Registration of Divorce Proceeding Forms received from the various divorce registries in respect of the petitioner and the respondent.

Class of Individuals: Persons who filed for divorce in a Canadian court either in their individual capacity or through the lawyers who represent them.

Purpose: The information in this bank is maintained for the purpose of informing the District Registrar of the various court offices of the existence or otherwise of pending divorce applications, thus settling jurisdictional issues pursuant to section 3 of the Divorce Act, 1985. In addition, statistical information is provided to Statistics Canada for the purpose of compiling marriage and divorce statistics for publication.

Consistent Uses: This information may also be shared with other government departments and policing agencies in compliance with the provision of the Privacy Act.

Retention and Disposal Standards: Textual records are retained for five years after divorce registration and machine-readable records are maintained actively for the life of the Divorce Registry program or for the length of time the Divorce Registry is administered

by the Department of Justice then destroyed or transferred to National Archives as historical records.
RDA Number: 95/030
Related PR#: JUS CVL 010
TBS Registration: 002274
Bank Number: JUS PPU 005

Civil Proceedings and Legal Services
Description: This bank contains information relating to civil legal proceedings and legal services provided to all federal departments and most government agencies and institutions. The information is used to provide legal advice and representation in a practice which ranges across many areas of law, including administrative, constitutional, debtor-creditor, employment, family, immigration, native and tax law, to name a few. The bank contains information relevant to the legal advice and representation provided, such as solicitor-client correspondence and related records. In legal proceedings of a civil nature in which the Crown in right of Canada, a Crown agency or a Crown servant is a party, including proceedings before administrative boards and tribunals, it includes documents such as written pleadings, briefs, appeal books, transcripts and statements of evidence, writs, opinions and related correspondence.
Class of Individuals: Canadians, persons present in Canada, and persons who have been involved in civil litigation involving the federal government.
Purpose: The material in this bank is retained to enable the Department to carry out its duties as legal advisor to the federal government.
Consistent Uses: The greater part of the information contained in the bank is obtained from other federal institutions, as authorized by sub-section 8(2)(d) of the Privacy act. Considering the sources of personal information compiled, the social insurance number (SIN) is in some cases part of the information transmitted by institutions authorized to collect it, such as in some cases involving the Canada Customs and Revenue Agency.
Retention and Disposal Standards: Civil litigation files are retained for 21 years after cessation of the legal action after which they are destroyed or transferred to National Archives as historical records. Files pertaining to other legal matters are retained for 30 years after which they are destroyed or transferred to National Archives as historical records. Files containing material of precedential value, as identified by Justice counsel, are retained for 35 years after a legal opinion is rendered and the file is closed. These latter files are then micro-filmed, a copy of the microfilm kept permanently at the Department , and the files transferred to National Archvies.
RDA Number: 95/030
Related PR#: JUS CVL 035
TBS Registration: 002704
Bank Number: JUS PPU 010

Employment Departure Feedback Program (EDFP)
Description: This database provides information voluntarily submitted by employees who are voluntarily leaving the Department of Justice or whose terms were not renewed, who chose to participate in the Employee Departure Feedback Program (EDFP). The personal information collected includes the employee's age, gender, first official language, and employment equity group (if applicable). The name of employee or other personal information to identify the individual is not collected.
Class of Individuals: Department of Justice employees who are voluntarily resigning from the department for career changes and retirement, for example, in addition to individuals whose duration of employment has been reached. It does not include individuals in casual employment, temporary agency personnel, contractors/consultants, and employees who have experienced an involuntary separation, such as rejection or layoff.
Purpose: This information provides the Department of Justice with a better understanding of the reasons why employees leave the department and will be used to help Justice make improvements to its workplace policies, programs and practices in an attempt to improve the workplace and ultimately improve the retention of employees.
Consistent Uses: Information will be shared with the appropriate internal Human Resource programs. Information may be used to provide reports to management and it may also be used for research, planning, audit and evaluation purposes.
Retention and Disposal Standards: The information in the database will be retained for the length of time that the EDFP is administered by the Department of Justice, in order to analyse trends in employee departures that may be occurring over time. The questionnaires received in hard copy and entered into the database will be retained for five years and then destroyed.
RDA Number: 98/005
Related PR#: JUS PRN 921

TBS Registration: 005868
Bank Number: JUS PPU 170

Family Orders and Agreements Enforcement Assistance
Description: This bank contains information on individuals who are in default of family support orders or agreements. It contains identifying information, as well as applications submitted by provincial authorities for tracing such persons, for the garnishment of federal payments owed to them, and for the denial or suspension of federally issued licences including passports. It also contains records of federal payments to such individuals that were diverted in compliance with a garnishee summons. The application form includes a request for the social insurance number (SIN) of the person being traced or garnished or whose licence is to be denied or suspended. Since the form is part of the regulations, this is a use authorized by statute and regulations.
Class of Individuals: Individuals who are in default of family support orders or agreements, or who are in violation of custody or access rights.
Purpose: The information in this bank is maintained to carry out the Government of Canada's responsibilities under the Family Orders and Agreements Enforcement Assistance Act. The information is used to obtain addresses for use by authorized organizations, to comply with legal garnishee summonses served on the Crown and to deny or suspend federal licences.
Consistent Uses: This information is in accordance with the Act and regulations to provide for the search of designated federal data banks for matching and compiling data in the administration of the tracing, interception, and licence denial schemes. The designated banks are from the Social Development Canada [Canada Pension Plan Record of Earnings; Canada Pension Plan Retirement and Survivors' Benefits (individuals); International Social Security–Domestic and Foreign Benefits–Computer Master Benefit Data; Record of Employment (Third Copy); Benefit and Overpayment Master File; Social Insurance Number Registration (HRDC/PPU/140, 146, 175, 385, 180 and 390)]; and from the Canada Customs and Revenue Agency [Taxation Taxpayer Master File; Information Returns (INFODEC) Data Bank (RC/PPU-040 and 150)], Transport Canada, and Bank of Canada.
Retention and Disposal Standards: Information retained at the Family Orders and Agreements Enforcement Assistance Unit office for a period of 30 calendar years from the time of the case is closed, after which they are destroyed or transferred to the National Archives as historical records.
RDA Number: 95/030
Related PR#: JUS CVL 010
TBS Registration: 001870
Bank Number: JUS PPU 125

Federal Prosecution Services National Fine Recovery Program
Description: The bank contains information on individuals and corporations who are in default of federal fines ordered by the courts. It contains personal financial information on an individual or corporation supplied by the individual or corporation via a statement of offender. The bank also contains information regarding payments made towards unpaid fines as well as collection measures taken in individual files. The information bank includes the name, address, telephone number, date of birth, place of work, salary, dependents, marital status, and any assets and bank accounts numbers in relation to the offender or corporation in order to assess the offender's or corporation's capacity to pay the fine.
Class of Individuals: Individuals and corporations who are in default of federal fines ordered by Canadian courts.
Purpose: The information in this bank is maintained by Fine Recovery officers to enforce payment of outstanding federal fines ordered by Canadian courts. The purpose of this information is to assess an individual's or corporation's capacity to pay an outstanding fine in accordance with the provisions of the Canadian Criminal Code as well as in conformity with each province's respective rules of civil procedure regarding garnishments, seizures of assets and legal hypothecs.
Consistent Uses: The information contained in this bank is used primarily by Fine Recovery officers to recover unpaid federal fines ordered against individuals or corporations. Information contained in the Statement of Offender or Statement of Corporation in Default may be disclosed in court during section 734.7 CCC default hearings, which consist of issuing a summons to an offender to attend court to explain why the fine remains unpaid. Personal information is sometimes shared in court in the presence of the offender to establish the offender's capacity to pay the fine.
Retention and Disposal Standards: Fines derived from federal prosecution files are considered a continuance of the initial prosecution. Information contained in Fine Recovery records

are therefore retained for 30 years after which they are destroyed. RDA Number: 88/002
Related PR#: JUS CVL 035
TBS Registration: 006872
Bank Number: JUS PPU 175

Garnishment Registry
Description: This bank contains information on civil servants and contractors who are subject to garnishment of wages and other remuneration under the Garnishment, Attachment and Pension Diversion Act. It contains identifying information, financial information on the nature and amount of debts owed, the employment status of the civil servant or contractor, court orders, garnishment summonses and administrative documentation.
Class of Individuals: Civil servants and contractors who are subject to garnishment of wages and other remuneration's under the Garnishment, Attachment and Pension Diversion Act.
Purpose: To fulfill the Department of Justice's responsibility to administer the Garnishment, Attachment and Pension Diversion Act.
Consistent Uses: This personal information may be shared with all government departments who employ individuals or contractors subject to Garnishment, Attachment and Pension Diversion Act, Part 1.
Retention and Disposal Standards: The records are retained for 21 years from the time the case is closed then destroyed.
RDA Number: 95/030
Related PR#: JUS CVL 010
TBS Registration: 003914
Bank Number: JUS PPU 150

Grants and Contribution Program
Description: This data bank contains information on projects submitted for financial assistance or funded under the terms and conditions of the Department of Justice Grants and Contributions Fund. The Department of Justice administers a discretionary fund designed to promote and implement selected reforms in the justice system. Funds are available to individuals, Canadian or international non-profit organizations, provincial or territorial governments, regional or municipal governments, universities, bands and tribal councils for the development of short-term, non-recurrent initiatives. The bank contains project specific information including name and address of funding applicant, project description, time frames, financial data, etc.
Class of Individuals: Individuals and members of private and government organizations who have submitted requests for financial assistance.
Purpose: The information is used to evaluate the merits of the proposals and to monitor the progress of funded projects.
Consistent Uses: No consistent use.
Retention and Disposal Standards: The records are retained for 10 years after the project has been superseded, rejected or completed, then destroyed or transferred to the National Archives as historical records.
RDA Number: 95/030
Related PR#: JUS PGM 001
TBS Registration: 003918
Bank Number: JUS PPU 165

Information Disclosed Pursuant to Paragraph 8(2)(m) of the Privacy Act
Description: This bank contains copies of personal information disclosed pursuant to paragraph 8(2)(m) of the Privacy Act, as well as internal memoranda and correspondence with the Privacy Commissioner.
Class of Individuals: Individuals whose personal information have been disclosed because the public interest in disclosure clearly outweighed any invasion of privacy that could have resulted from the disclosure, or because the disclosure clearly benefited the individual to whom the information relates.
Purpose: The bank is used to record disclosures of personal information under paragraph 8(2)(m) of the Privacy Act and to report on the number of these requests.
Consistent Uses: This information is used to verify the conditions of disclosure under paragraph 8(2)(m) of the Privacy Act and to account to the Privacy Commissioner for the number of requests received annually under the Privacy Act.
Retention and Disposal Standards: Material is retained for two years after the last action on file, then destroyed.
RDA Number: 98/001
Related PR#: JUS ADM 040
TBS Registration: 003910
Bank Number: JUS PPU 145

Information Disclosed to Investigative Bodies Pursuant to Paragraph 8(2)(e) of the Privacy Act
Description: This bank contains copies of requests for disclosure of personal information submitted under paragraph 8(2)(e) of the Privacy Act by investigative bodies listed in Schedule II of the Privacy Regulations. This bank also contains the replies to such requests and particulars related to their processing.

Class of Individuals: Individuals about whom requests for personal information have been received from federal investigative bodies pursuant to paragraph 8(2)(e) of the Privacy Act.
Purpose: The bank is used to record disclosures of personal information to federal law enforcement bodies under paragraph 8(2)(e) of the Privacy Act and to report on the number of these requests.
Consistent Uses: The information will allow the Privacy Commissioner to audit the procedures utilized as set out in Treasury Board Guidelines 3.7.5. This information is used to verify the conditions of disclosure to federal law enforcement bodies under paragraph 8(2)(e) of the Privacy Act and to account to the Privacy Commissioner for the number of requests received annually under the Privacy Act.
Retention and Disposal Standards: Material is retained for two years after the last action on file, then destroyed.
RDA Number: 98/001
Related PR#: JUS ADM 040
TBS Registration: 003909
Bank Number: JUS PPU 140

Information on Federally Appointed Judges
Description: This bank contains information on federally appointed judges, including lists of current federally appointed judges, of current and future vacancies, of women judges, of judicial appointments, elevations and transfers, and press releases issued to announce appointments and elevations of judges. Some records include material compiled from public sources concerning potential candidates for appointment to the Supreme Court of Canada.
Class of Individuals: Federally appointed judges and potential candidates for appointment.
Purpose: The information is compiled to provide statistical information for court profiles; to assess the adequacy of judicial resources and predict vacancies; to monitor the representation of women in the federal judiciary; and to provide advice to the Minister.
Consistent Uses: The information in this bank is used to help the department provide legal and policy advice on matters relating to the judiciary and judicial institutions to the Commissioner for Federal Judicial Affairs, and to the Minister and Deputy Minister, as required.
Retention and Disposal Standards: The files are retained for 10 to 25 years, depending on subject, then transferred to National Archives as historical records.
RDA Number: 95/030
Related PR#: JUS POL 001
TBS Registration: 003916
Bank Number: JUS PPU 160

Lawyers Appointed Agents of the Minister of Justice
Description: This bank contains information on lawyers appointed as agents of the Minister of Justice to assist client departments. The bank contains information on these lawyers.
Class of Individuals: Lawyers appointed as agents for the Minister of Justice.
Purpose: Records in this bank are used for internal accounting and to monitor status of cases.
Consistent Uses: No consistent use.
Retention and Disposal Standards: Records are retained for 10 years, then destroyed.
RDA Number: 95/030
Related PR#: JUS CVL 025
TBS Registration: 001655
Bank Number: JUS PPU 025

Prosecution and Related Criminal Matters
Description: The information contained in this bank is used to provide legal advice and representation in criminal prosecutions and other criminal matters. The bank contains information on prosecutions for infractions of federal statutes within the jurisdiction of the Attorney General of Canada, extradition, rendition and mutual legal assistance cases. It includes briefs and written pleadings at both trial and appeal stages, subpoenas and other writs, transcripts of evidence and related memoranda of law, summaries, statements, affidavits, memoranda, legal opinions, reports and correspondence. The information is compiled from a number of sources both Canadian and foreign.
Class of Individuals: Canadians, persons present in Canada, and persons who have been the subject of prosecution, extradition, rendition, mutual assistance, or mercy of the Crown proceedings.
Purpose: The material in this bank is used to enforce or administer federal statutes (such as the Controlled Drugs and Substances Act, the Customs Act, the Excise Act) and for the implementation of Canada's obligations under the Extradition Act and the Mutual Legal Assistance in Criminal Matters Act.
Consistent Uses: The greater part of the information contained in the bank is obtained from other federal institutions, provinicial, municipal, and foreign governments, as authorized by sub-section 8(2)(d) of the Privacy act. Considering the sources of personal information compiled,

the social insurance number (SIN) is in some cases part of the information transmitted by institutions authorized to collect it.
Retention and Disposal Standards: Records are retained for 30 years then destroyed or transferred to Library and Archives Canada as historical records. Files containing material of precedential value are kept for 35 years after a legal opinion is rendered and the file is closed. These files are microfilmed with a copy kept permanently at the department, and the files transferred to National Archives as historical records.
RDA Number: 88/002
Related PR#: JUS CVL 035
TBS Registration: 002705
Bank Number: JUS PPU 015

Prosecution of Young Offenders
Description: This bank contains information on prosecutions under the Criminal Code only in the Yukon and Northwest Territories, and for infractions of other federal statutes throughout Canada. It includes briefs and pleadings at both trial and appeal stages, subpoenas and other writs, transcripts of evidence and related memoranda of law, summaries, statements, memoranda and correspondence.
Class of Individuals: Canadians and persons present in Canada who have been the subject of prosecution for an offence alleged to have been committed by a person between the ages of 12 and 18 at the time of the offence and dealt with in Youth Court.
Purpose: The material in this bank is used for the purpose of enforcing federal statutes.
Consistant Uses: The information is compiled from a number of sources, both Canadian and foreign.
Retention and Disposal Standards: Records are retained for varying periods depending on the circumstances then destroyed.
RDA Number: under development
Related PR#: JUS ADM 040
TBS Registration: 003004
Bank Number: JUS PPU 130

Security Investigations
Description: This bank contains investigative reports and correspondence with respect to security incidents, allegations and threats against employees of the Department of Justice.
Class of Individuals: Current or former employees and members of the public.
Purpose: The information is compiled to carry out necessary investigations and may be shared with other federal Departmental Security Officers and/or police departments.
Consistent Uses: The information is used to inform the Deputy Minister of security incidents, allegations and threats against employees.
Retention and Disposal Standards: Records are retained for five years then destroyed.
RDA Number: 98/001
Related PR#: JUS ADM 035
TBS Registration: 003915
Bank Number: JUS PPU 155

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records and Information Management Systems

Electronic Network Monitoring Logs

Executive Correspondence Management Systems

Internal Disclosure of Wrongdoing in the Workplace

Personnel Security Screening

Security Video Surveillance & Temporary Visitor Access Control Logs & Building Passes

Classes of Personal Information

Mailing List

This class of personal information contains the names and addresses of individuals who are on mailing lists to receive publications and other publicly available materials relating to departmental activities. The lists are used by all sectors of the Department and are updated on a continuing basis. The correspondence and request cards from individuals used for amending addresses and to add or delete individual names on mailing lists are retained until the mailing lists have been amended.

Management Effectiveness Survey (Upward Feedback)

This class of information contains employees' attitudes regarding management effectiveness with regards to work supervision, communications, training and development. The results of questionnaires serve as a catalyst to improve management practices within work units. Information from the questionnaires without

respondent identifier is retrievable by location (client department) except for units having five employees or less, in which case the information is available by groups of three units without respondent identifier.

Subject Files and Routine Correspondence

Some departmental programs and activities result in the accumulation of personal information which is not contained in the personal information banks described above. This personal information is stored within subject files described as part of the Department's Information Holdings where records are not normally retrieved by the name of the individual or other personal identifier. This form of personal information consists of enquiries concerning particular justice matters, as well as requests for publications and reports. The information is normally retrievable only if specifics are provided concerning the subject matter. Retention of this form of personal information is controlled by the records schedules of the subject files in which the information is stored.

Manuals

- Access to Information and Privacy Administrative Procedures Manual
- Contracting for Services Manual
- Dispute Resolution Reference Guide
- Procedures Manual – Central Registry of Divorce Proceedings
- Procedures Manual – Family Orders and Agreements Enforcement Assistance Unit
- Security Manual

Additional Information

The headquarters of the Department is located in Ottawa where additional information about the Department of Justice may be obtained from:

Communications Branch
East Memorial Building
284 Wellington Street, 4th Floor
Ottawa, Ontario K1A 0H8

Telephone: 613-957-4222
Internet: www.canada.justice.gc.ca

Reading Room

National Capital Region

East Memorial Building
284 Wellington Street, Room A-238
Ottawa, Ontario K1A 0H8

Elections Canada

Chapter 62

The annual update for this institution was not received for inclusion in the 2006-2007 version of this Info Source publication. The following is from the 2005-2006 version of Info Source.

General Information

Background

Please note that the Office of the Chief Electoral Officer is not subject to the Access to Information Act, but is subject to the Privacy Act.

The position of Chief Electoral Officer was created in 1920 by the Dominion Elections Act, primarily to ensure public confidence in the neutral administration of federal elections. The Chief Electoral Officer is appointed by a resolution of the House of Commons so that all parties represented there may participate in the selection process. Once appointed, the incumbent reports directly to Parliament and is thus independent of government and political parties. The Chief Electoral Officer serves until he/she attains the age of sixty-five years and can only be removed for cause, by the Governor General on address of the Senate and House of Commons.

Responsibilities

Elections Canada is the non-partisan agency responsible for the conduct of federal elections and referendums. Its prime task is to be prepared at all times to administer an electoral event.

The Chief Electoral Officer is responsible for exercising general direction and supervision over the preparation and administration of federal electoral events, for the maintenance of the National Register of Electors and for the reporting requirements relating to expenses incurred pursuant to the provisions of the Canada Elections Act and the Referendum Act.

The Chief Electoral Officer also provides the necessary data and assistance to enable the electoral boundaries commissions to discharge their responsibilities under the Electoral Boundaries Readjustment Act with respect to each province's representation in the House of Commons. He also prepares the draft representation order incorporating the recommendations of the commissions and taxes all accounts relating to the expenditures of the electoral boundaries commissions.

The Chief Electoral Officer appoints a Commissioner of Canada Elections and a Broadcasting Arbitrator. The Commissioner of Canada Elections is responsible to ensure that provisions of the Canada Elections Act and of the Referendum Act are complied with and enforced. Anyone who has reasonable cause to believe that a provision of the legislation has been violated should send a written complaint to the Commissioner. The Commissioner decides whether to prosecute a violation. Prosecutions take place through Canada's normal court process.

Legislation

- Canada Elections Act
- Electoral Boundaries Readjustment Act
- Referendum Act
- Federal Elections Fees Tariff
- Federal Referendum Fees Tariff

Organization

The Chief Electoral Officer is seconded by the Deputy Chief Electoral Officer and Chief Legal Counsel, who is also Privacy Coordinator and who is also responsible for the Legal Services, Corporate Planning and Executive Services, National and International Research and Policy Development directorates, as well as the agency's international services.

The Privacy Coordinator deals with all the requests received pursuant to the Privacy Act, establishes policies in order to handle the various requests and supervises the general administration of the statute.

Legal Services

Provides legal advice to the Chief Electoral Officer and staff, including interpretations of the Canada Elections Act, the Referendum Act, the Electoral Boundaries Readjustment Act and other related legislation. Maintains Elections Canada's relationship with the Commissioner of Canada Elections who monitors compliance with the statutes administered by the Chief Electoral

Officer. Deals with legal aspects of broadcasting and maintains the agency's relationship with the Broadcasting Arbitrator. Advises on legislative reforms, registers political parties, referendum committees and third parties, and oversees privacy matters related to the work of Elections Canada.

Corporate Planning and Executive Services

Coordinates the preparation of agency-wide plans to ensure event readiness. Conducts regular information gathering and environmental scanning to ensure the agency can effectively plan and monitor progress for the delivery of electoral events and other major corporate projects. Supports organizational efforts to define longer-term strategies to address emerging national trends and issues. Coordinates the agency's relations with government, electoral organizations, and private sector firms at the national and international levels.

National and International Research and Policy Development

Has primary responsibility for the agency's research and outreach program and for partnerships and liaison with the academic community, research institutes, and international, national and provincial organizations interested in electoral matters. Sponsors external research and carries out research internally. Provides support for the Chief Electoral Officer and the Deputy Chief Electoral Officer for parliamentary appearances and participation at national and international forums. Also coordinates the Advisory Committee of Political Parties and maintains the agency's reference centre.

The Deputy Chief Electoral Officer and Chief Legal Counsel is also the Registrar of Political Parties and is responsible for the agency's international services, which include a variety of multilateral and bilateral programs offering professional support and assistance to countries developing democratic institutions. The agency assigns electoral experts to meet Canada's commitments in support of democratic development around the world.

Communications

Informs Canadian citizens in Canada and abroad of their voting rights and how to exercise them, through public and media relations activities, advertising and educational activities. Responds to inquiries from the public both during and between electoral events. Produces and distributes agency publications, including official reports, information documents and educational kits, in print, electronic and video formats. Provides a Web site with comprehensive information about the electoral process, the registration of electors, the financial reports from political parties, candidates and third parties and voting results in real time on election night. Maintains links with groups having special needs to ensure that appropriate information (e.g. in alternative formats and in Aboriginal and ethnocultural languages) is developed and provided to facilitate their participation in electoral events.

Corporate Services

Manages financial planning and reporting, financial and accounting policies and systems, costing, budgeting, and accounting operations. Manages all human resource activities. Administers records and accommodations, contracting and procurement, security, asset control, and matters related to the provision of supplies and services.

Electoral Financing, Audit and Reporting

Manages all electoral financing, audit (including internal audit), and event-related operational performance measurement activities at Elections Canada. Provides support on financial issues to returning officers and staff related to an electoral event; administers the payments of election workers and other persons for their services related to an event; administers the Federal Elections Fees Tariff – a tariff fixing or providing for the determination of fees, costs, allowances and expenses to be paid and allowed to returning officers and other persons employed or in relation to elections under the Act. Administers the provisions of the Canada Elections Act related to political financing; reviewing, auditing and publishing the financial information; monitoring compliance with the financial provisions of the Act; and enhancing compliance with the Act through information, tools and training programs. Manages operational performance measurement activities during electoral events. Projections and thresholds are established for a comprehensive set of indicators at the electoral district level and at headquarters. These indicators are monitored daily against the expected results.

Operations

Prepares for and conducts all electoral events. Develops the procedures, manuals, forms and tools that facilitate registration of voters, voting and management of the electoral process. Arranges to

print, assemble and ship all necessary materials to each of Canada's 308 electoral districts as soon as an electoral event is called. Administers the Special Voting Rules and accessibility programs that make it possible for all those who have the right to vote to exercise that right. Develops and administers training programs for returning officers, and acts as the main liaison with returning officers, who are appointed by the Governor in Council. Guides and assists returning officers, whose duties are varied and call for the exercise of a wide range of modern management techniques that include financial planning, office automation, personnel administration, contract negotiation and public relations.

Parliamentary Representation

During the redistribution exercise, which occurred from March 12, 2002, until August 25, 2003, this directorate provided the 10 electoral boundaries commissions with technical, administrative, professional, financial and other services in support of their mandate under the Electoral Boundaries Readjustment Act. This directorate plans and develops the policies, procedures, manuals and systems required for the electoral redistribution process. Coordinates the preparations within Elections Canada to administer an event in accordance with any new representation order.

Register and Geography

Operates and maintains the National Register of Electors, and oversees electoral geography. Responsible for all electoral partnerships related to Register and geography matters. Keeps Register information up to date with data from federal and provincial/territorial sources and information provided by electors during and between electoral events. Coordinates the agency's efforts to develop new registration methods. Produces updated lists of electors each year for members of Parliament and registered political parties. Provides data to produce provincial, territorial, municipal and school board electoral lists in accordance with signed agreements. Plans, develops and maintains an up-to-date geographic information and geo-referencing system to produce electoral maps and a variety of address-based documents, both electronic and printed.

Information Technology

Responsible for all information technology and information management policies, procedures and practices throughout the agency. Specifically, this directorate plans, manages, acquires and supports all electronic networks, computer hardware and software including all Internet services and telephone services. Clients include agency personnel, consultants and approved field personnel across the country.

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Hospitality

Proactive Disclosure

Relocation

Travel

Particular Personal Information Banks

Commissioner of Canada Elections

Description: This information bank houses correspondence with respect to particulars of complaints alleging violations of the Act.
Class of Individuals: This information relates to complainants and the subject of complaints, investigators investigating on behalf of the Commissioner, lawyers acting as representatives of the Commissioner before the Court and persons contacted during an investigation.
Purpose: The information is compiled for investigations, compliance agreements, and prosecutions to ensure compliance and enforcement of the Canada Elections Act and the Referendum Act. The information in this bank is used for investigative purposes by the Commissioner of Canada Elections and law enforcement agencies when requested by the Commissioner, and the courts in deciding on the guilt or innocence of an accused person .
Consistent Uses: The information is used primarily to investigate potential alleged or known violations of the Canada Elections Act and/or the Referendum Act; and other related laws.
Retention and Disposal Standards: Information is retained for three general elections (normally every 4 years; therefore 12 years). Information must be destroyed within the two years following the return of the writ of the fourth general election.
RDA Number: 2001/017
Related PR#: CEO CCE 1030
TBS Registration: 003359
Bank Number: CEO PPU 015

Communications
Description: This bank contains the names and addresses of individuals or organizations who have asked to be put on mailing lists to receive copies of all new or revised publications and reports or the magazine Electoral Insight, published by Elections Canada.
Class of Individuals: The Canadian population in general, some academics, political parties, current and former election administrators, provincial and territorial election officials, libraries, federal and provincial government institutions and other organizations.
Purpose: To provide information about the electoral system and election reporting, at the request of the individuals concerned.
Consistent Uses: The information is used to respond to inquiries from the public, organizations, etc., on matters relating to federal elections and referendums.
Retention and Disposal Standards: Retained until superseded, then destroyed.
RDA Number: 2001/017
Related PR#: CEO COM 5000
TBS Registration: 002765
Bank Number: CEO PPU 020

Corporate Planning and Executive Services
Description: This bank contains information on experts on electoral matters such as health, countries visited, languages spoken, studies and diplomas, knowledge and expertise in the various areas that make up the democratic electoral process.
Class of Individuals: Applicants/individuals interested in international electoral missions. The inventory also includes federal returning officers or provincial and territorial officials, or some combination of same and people with diplomatic, political, academic and other backgrounds and experience.
Purpose: Elections Canada maintains this information in order to comply with requests from countries wishing to obtain support in the democratic process.
Consistent Uses: The information is used to respond to inquiries from foreign countries.
Retention and Disposal Standards: This is not an active information collection and it has not been updated since January 22, 2002. Once the 15-year retention period has been reached, all of the information related to this personal information bank will have been destroyed and this information bank will be eliminated.
RDA Number: 2001/017
Related PR#: CEO INTL 2233
TBS Registration: 003198
Bank Number: CEO PPU 030

Election Financing
Description: This information bank contains the names and addresses of candidates, official agents and auditors; the names and addresses of nomination contestants, financial agents and auditors; the names and addresses of leadership contestants, financial agents, leadership campaign agents and auditors; the name of each registered political party, its leader, chief agent, registered agents and auditor; the name of each registered electoral district association, its chief executive officer, financial officer, electoral district agents and auditor; the name of each registered third party, its applicant, financial agent and auditor; the name of each registered referendum committee, its leader, chief agent and auditor; the election expenses returns of candidates seeking election to the House of Commons and of registered political parties and the names and addresses of contributors; the campaign expenses returns of nomination contestants and the names and addresses of contributors; the campaign expenses returns of leadership contestants and the names and addresses of contributors; the financial returns of registered referendum committees; the third-party election advertising reports; the registered parties' fiscal period returns; the registered electoral district associations' fiscal period returns; the amounts of money reimbursed to political parties, candidates, eligible auditors of candidates and registered electoral district associations; the name and address of each election and referendum officer and landlords and other personal data; and the amount of fees paid and claims reimbursed to those officers and landlords, pursuant to the tariff of fees; the name, address and other personal data of each chair, member and staff member of the federal electoral boundaries commissions; and the amount of fees paid and claims reimbursed to them pursuant to the Electoral Boundaries Readjustment Act.
Class of Individuals: This information relates to candidates, official agents and auditors; nomination contestants, financial agents and auditors; leadership contestants, leadership campaign agents and auditors; leaders, applicants, chief agents, registered agents, financial agents and auditors of registered political parties; chief executive officers of registered electoral district associations, financial agents, electoral district agents and auditors; contributors to candidates,

registered political parties, nomination contestants, leadership contestants, registered electoral district associations and third parties, registered referendum committees, registered third parties and election and referendum officers, suppliers and landlords.
Purpose: This information is necessary in order to reimburse election expenses of candidates and political parties, to review third-party election advertising expenses as well as to pay fees to various election and referendum officers and landlords for their services in connection with an electoral event.
Consistent Uses: The information is used to reimburse election expenses.
Retention and Disposal Standards: Copies of candidates' election expenses returns, nomination contestants' expenses returns and leadership contestants' expenses returns are maintained on microforms. Copies of the financial returns of registered political parties, registered electoral district associations and registered referendum committees and third-party election advertising reports are also retained for a period of two general elections, then destroyed. Information relating to election and referendum officers is destroyed in the same manner as all other financial payment records.
RDA Number: 2001/017 & 99/004
Related PR#: CEO FIN 1395
TBS Registration: 003352
Bank Number: CEO PPU 010

Legal Matters
Description: This bank consists of files relating to all legal matters arising within Elections Canada. It contains the particulars of the cases involved, including legal opinions obtained in the course of litigation. This bank also consists of the book in which the return of the writ of any member elected to serve in the House of Commons is entered in the order in which the return is received, pursuant to the provisions of the Canada Elections Act.
Class of Individuals: The plaintiffs as well as the lawyers involved in the various cases; the name of the elected candidate and the name of the returning officer for each electoral district.
Purpose: The information is obtained for litigation purposes and in order to comply with the requirements of the Canada Elections Act.
Consistent Uses: The information is used to provide legal opinions and advice to the agency and to represent the agency and protect its interests.
Retention and Disposal Standards: The information is retained indefinitely.
RDA Number: 2001/017
Related PR#: CEO LEG 1900
TBS Registration: 003197
Bank Number: CEO PPU 025

National Register of Electors
Description: This information bank contains electoral data including full name, mailing and street address, sex and date of birth of Canadians qualified to vote as well as information that the Chief Electoral Officer considers reliable and necessary for updating the data. These are electors whose names appeared on the list of electors for recent federal events, as well as electors who have been added to the Register. Data are continually updated to reflect address and other changes; sources for these updates include the Canada Revenue Agency, Citizenship and Immigration Canada, Canada Post and provincial/territorial suppliers including motor vehicle registrars and vital statistics registrars. The Register is also updated using provincial registers of electors where they exist and using lists of electors generated from provincial/territorial elections where agreements exist. New electors are added only by giving consent to being added to the Register or from lists of electors established under provincial/territorial law, which contain information deemed sufficient by the Chief Electoral Officer for the inclusion of the elector. During an electoral event, an extract of the National Register of Electors database is partitioned into local databases for each electoral district; each electoral district database is managed by a returning officer.
Class of Individuals: Canadian citizens 18 years of age or older.
Purpose: To prepare preliminary voters lists for use in federal elections and referendums. As well, the Canada Elections Act authorizes the Chief Electoral Officer to transmit copies of lists of electors, both electronic and paper, to candidates and political parties during a federal electoral event. It also authorizes the Chief Electoral Officer to provide electronic lists of electors by October 15 each year, to members of Parliament and, on request, to registered political parties. The provision of information contained in the Register of Electors is also permitted to any body responsible under a provincial/territorial law for establishing a list of electors. The law permits this information to be used for electoral purposes only. Offences are punishable by law.
Consistent Uses: The information is used to produce accurate electoral lists and to mail and

distribute documentation to individuals on the list.
Retention and Disposal Standards: Data relating to the updating of the Register of Electors are retained for at least a two-year period, then destroyed.
RDA Number: 2001/017
Related PR#: CEO ROE 1650
TBS Registration: 004003
Bank Number: CEO PPU 037

Operations
Description: This information bank contains data on returning officers, their assistants and other election officials, the names of candidates, their official agents and auditors as recorded in the candidates' nomination papers, as well as the names of the electors who sign the candidates' nomination papers, lists of electors; electors who are temporarily living abroad and who qualify to vote under the Special Voting Rules; complaints with respect to the manner in which election and referendum officers discharge their duties for the nomination/resignation of returning officers.
Class of Individuals: This information relates to the Canadian electorate, election/referendum officials, political parties, candidates at federal elections, registered referendum committees at a referendum.
Purpose: It has been compiled following the revision of voters lists and the completion of nomination papers as required by the Act.
Consistent Uses: The information is used to prepare and conduct all electoral events.
Retention and Disposal Standards: Nomination papers are public documents only during the election and can be inspected at the office of the returning officer during that period. All election and referendum documents are retained by the Chief Electoral Officer for a period of at least one year following the event, as required by the legislation. After that year, nomination papers and statutory notices issued by the returning officers are kept for two events, while writs are kept for 10 years and then transferred to the Historical Records Section of National Archives for selective retention.
RDA Number: 2001/017
Related PR#: CEO OPS 1000
TBS Registration: 003353
Bank Number: CEO PPU 005

Party Registration Unit
Description: This bank contains the name, address and telephone numbers of political parties, electoral district associations, third parties and referendum committees; their leaders, applicants, chief agents, financial agents, auditors, officers, agents and members who sign the application for registration of a political party. This information, except for the information about members who sign the application for registration of a political party, is recorded in a Registry of Political Parties, a Registry of Third Parties, a Registry of Referendum Committees and a Registry of Electoral District Associations.
Class of Individuals: The officials of political parties, third parties and referendum committees.
Purpose: To comply with the registration requirements of the Canada Elections Act and the Referendum Act.
Consistent Uses: The information is used to provide advice on legislative reform.
Retention and Disposal Standards: The information is retained for 10 years and then transferred to the Historical Records Section of National Archives for selective retention.
RDA Number: 2001/017
Related PR#: CEO REG 1120
TBS Registration: 003416
Bank Number: CEO PPU 036

Privacy Requests
Description: This bank comprises all the requests for personal information received and the manner they were dealt with, the audits conducted by the Privacy Commissioner's office, documents relating to the creation and updating of information banks and reports submitted as well as policies established pursuant to the Privacy Act for dealing with the requests.
Class of Individuals: Persons who have requested personal information held by Elections Canada.
Purpose: To administer the Privacy Act as it relates to Elections Canada.
Consistent Uses: The information is used to access personal information requests, to report to Treasury Board and to Parliament on requests received and completed under the Privacy Act, to verify the identity of the requesters, and for the purpose of consultations with other government institutions.
Retention and Disposal Standards: At least four years to coincide with federal general elections and then destroyed.
RDA Number: 2001/017
Related PR#: CEO PRI 1975
TBS Registration: 003199
Bank Number: CEO PPU 035

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Hospitality

Personnel Security Screening

Relocation

Travel

Manuals

- Automation Coordinator's Manual
- Central Poll Supervisor's Manual (General Election, Referendum)
- CICA's Guide for the Auditor of a Candidate in a Federal Election Pursuant to the Canada Elections Act
- CICA's Guide for Auditors of Registered Electoral District Associations Appointed Under the Canada Elections Act
- Deputy Returning Officer's Manual (Advance Poll) (General Election, Referendum)
- Deputy Returning Officer's Manual (Counting Votes Cast by Special Ballot by Electors Within their Electoral District) (General Election, Referendum)
- Deputy Returning Officer's Manual (Mobile Poll) (General Election, Referendum)
- Deputy Returning Officer's Manual (Ordinary Poll) (General Election, Referendum)
- Deputy Returning Officer's Manual (Voting of Incarcerated Electors) (General Election and Referendum)
- Deputy Returning Officer's Manual (Canadian Forces Voting)
- Election Handbook for Candidates, their Official Agents and their Auditors
- Enquiries Manual
- Election Handbook for Third Parties, Their Financial Agents and Auditors
- Election Media Guide (38th general election)
- Financial Officer's Manual
- Guide to Registered Associations Financial Statement
- Handbook for Leadership Contestants, Their Financial Agents and Auditors
- Handbook for Nomination Contestants, Their Financial Agents and Auditors
- Handbook for Referendum Committees
- Implementation Manual (Privacy Coordinator)
- Information Manual for Local Office Staff (General Election)
- Information Officer's Manual
- Judicial Recount Manual
- Liaison Officers Manual – Voting of Incarcerated Electors (General Election and Referendum)
- Registered Party Handbook
- Registered Association Handbook
- Registration Officer's Manual
- Representation in the Federal Parliament
- Returning Officer's Manual (General Election, Referendum)
- Returning Officer Payment System/SITES User Manual
- Revising Agent's Manual
- Revision Supervisor's Manual
- Special Ballot Coordinator's Manual (General Election) (By-election) (Acute-care Hospitals)
- Special Investigator's Manual
- Treasury Board Manual
- Voting by Canadians Outside Canada

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Privacy Act.

Headquarters

The Privacy Coordinator
Office of the Chief Electoral Officer
Jackson Building
257 Slater Street, 9th floor
Ottawa, Ontario K1A 0M6

Telephone: 613-990-5596
Toll-free Telephone: 1-800-463-6868
Facsimile: 613-993-5880
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Reading Room

Jackson Building
257 Slater Street, 9th floor
Ottawa, Ontario K1A 0M6

Enterprise Cape Breton Corporation

Chapter 63

General Information

Background

Enterprise Cape Breton Corporation (ECBC) is a Crown corporation established pursuant to Part II of the Government Organization Act, Atlantic Canada, 1987 (also known as the Enterprise Cape Breton Corporation Act).

The objects of the Corporation are to promote and assist, either alone or in conjunction with any person or the Government of Canada or of Nova Scotia or any agency of either of those governments, the financing and development of industry on Cape Breton Island* to provide employment outside the coal producing industry and to broaden the base of the economy of Cape Breton Island.

*This definition of Cape Breton includes the Mulgrave area.

Created in 1987, ECBC offers programs and services designed to promote economic growth and development. It is also a service provider for the Government of Canada, delivering the programs of the Atlantic Canada Opportunities Agency (ACOA) in its mandate area.

As a Crown corporation, ECBC is a distinct entity that reports to Parliament through the Minister of the Atlantic Canada Opportunities Agency.

Responsibilities

ECBC's small geographic focus, local control and flexible mandate enable the Corporation to devise initiatives that are very specific to local needs and priorities. The Corporation can take a direct or holistic approach to any problem and is able to bring together and involve all stakeholders in the local economy for direction and input.

In 1995, ECBC and ACOA signed a Memorandum of Understanding (MOU) allowing ECBC to design its programming and economic development strategies to complement ACOA programming. The MOU was renegotiated with ACOA for an additional five-year term effective April 1, 2005.

In August 2000, the Cape Breton Growth Fund (CBGF) was incorporated as a wholly-owned subsidiary of ECBC with its own Board of Directors. The Governor-in-Council declared that Part X of the Financial Administration Act (FAA) applies to the CBGF as if it were a parent Crown corporation. As a result, the CBGF reports separately to Parliament. Through a MOU with the CBGF, ECBC provides program and operational support.

Priorities and Sectors of Interest

ECBC has identified six strategic priorities. They include Delivery/Service Agent for Government Services, Support to Business, Support to Communities, Investment, Advocacy, and Policy and Research. These priorities focus primarily on four principal sectors of interest. They are tourism, knowledge-based industry, manufacturing and processing and natural resources.

Our Programs and Services

To meet its objectives in each of its strategic priorities, ECBC offers one program, the ECBC program. It consists of numerous initiatives designed to support and advance each of the strategic priorities.

Delivery/Service Agent for Government Services

The key objective for the Delivery/Service Agent for Government Services is to deliver programs and services, on behalf of government organizations, in an effort to increase the opportunity for a coordinated approach to economic development on Cape Breton Island and, specifically, to enhance the growth of both earned incomes and employment opportunities in the region.

Further to this priority, ECBC delivers programs on behalf of ACOA and the CBGF.

Support to Business

The key objective for Support to Business is to grow the economy by encouraging private sector investment in projects that enhance the competitiveness of commercial enterprises and increase trade opportunities to produce long-term, sustainable jobs.

In support of this priority, ECBC offers the following initiatives

Access to Capital – the Corporation provides commercial enterprises with access to capital in various forms including, but not limited to, equity, secured and unsecured loans.

Human Resources – the Corporation assists companies in hiring senior management personnel such as chief financial officers, in order to bring financial management expertise to new and growing companies.

eCommerce – ECBC assists local businesses adopt an internet presence in the form of an informational web site and/or fully functional eCommerce web site.

Entrepreneurship – Working in partnership with a number of organizations, ECBC encourages entrepreneurship skills development.

Support to Communities

The key objective for Support to Communities is to help communities plan and implement community development projects that have a direct link to long-term, self-sustaining economic activity.

In support of this priority, ECBC offers the following initiatives.

Community Capacity Building – The Corporation works closely with a number of community economic development organizations to achieve the specific economic development goals identified and spearheaded by the communities.

Festivals and Events – The Festivals and Events Initiative is designed to build capacity and provide a quality tourism product enhancing both the tourism and arts and culture sectors on the Island. Through this initiative, ECBC provides financial assistance in support of numerous community events.

Convention and Sporting Events – To capitalize on growth opportunities in these areas, ECBC provides support to sporting and convention events that demonstrate potential to generate significant economic benefits for the area, particularly in the off-season.

Investment

The key objective for Investment is to attract new business investment to Cape Breton Island.

Promotional Activities – the Corporation provides support to investment activities, primarily through targeted promotional campaigns, missions and the production of investment-related materials.

Business Class Immigrants -The Corporation pursues immigration in conjunction and cooperation with Citizenship and Immigration Canada and other stakeholders by providing information on Cape Breton Island as a place to live and to do business.

Advocacy

The key objective for Advocacy is to advocate for Cape Breton Island interests, priorities and concerns in government decisions. It ensures that the particular needs of this region are forefront in the minds of officials when looking at province-wide or region-wide programs.

Policy and Research

The key objective for Policy and Research is to help provide a sound basis for the Corporation's policy priorities and programs.

Legislation

- Government Organization Act, Atlantic Canada (Part II)

Organization

ECBC has a Board of Directors comprised of the President of ACOA, the Vice-President and Chief Operating Officer of ECBC and five outside Directors appointed by the Governor-in-Council. The Chairman and Chief Executive Officer (ex-officio) of ECBC is also the President of ACOA.

The Corporation operates from its main office in Sydney, Nova Scotia, with a satellite office in Port Hawkesbury, Nova Scotia. Internally, ECBC is organized into a number of administrative units that report to the Vice-President, who is also the Chief Operating Officer (COO). The administrative units include commercial programs, development, internal audit, corporate services, communications and access to information/privacy.

During 2003/2004, the Corporation reactivated its subsidiary DARR (Cape Breton) Limited, as a real estate holding and development company. DARR manages the Corporation's four operations: the Point Edward Resource Centre, the Port Hawkesbury Business Facility, Silicon Island Art and Innovation Centre and MacDonald House. Activities and results for DARR are reported directly through ECBC.

Information Holdings

Program Records

ECBC – General
Description: Includes records relating to ECBC – its creation and organization, policies, mission, acts and legislation, program authorities, initiatives. It also includes records on the federal government's program review initiative as it relates to ECBC.
Topics: Policies, General Information, Delegated Program Authorities, Initiatives, Creation of ECBC,
Program Record Number: ECB 100

ECBC Committees/Meetings/Conferences
Description: Includes records relating to the establishment, organization, functions, agendas, minutes, reports, etc, of the board of directors, and other committees, meetings and conferences that are specific to ECBC' s operations.
Topics: Policies, General Information, board minutes, ECBC Privacy Committee, Government on Line, Canada/Nova Scotia Skills & Learning Framework, Succeeding Together in the New Millennium Conference, International Business Summit, Aboriginal Youth Business Summit, briefings.
Program Record Number: ECB 200

ECBC Cooperation & Liaison – Municipal, Provincial and Federal
Description: Includes records relating to various initiatives (municipal, provincial and federal) that impact on ECBC's mandate including records relating to activities, discussions and sharing of ideas between ECBC and organizations, federal government departments, provincial government departments and universities.
Topics: General Information, MOU with the Atlantic Canada Opportunities Agency, (ACOA) and the Cape Breton Development Corporation (DEVCO), Sydney Steel, Sydney Tar Ponds, regional development authorities, Joint Action Group, Cape Breton & Central Nova Scotia Railway, Stora Enso, Sydney and Area Chamber of Commerce, Nova Scotia Business Inc., Cape Breton University, Nova Scotia Community College.
Program Record Number: ECB 230

ECBC Program
Description: Includes records relating to the ECBC Program that is designed to provide support to business, by facilitating private sector investment in projects that enhance the competitiveness of commercial enterprises and increase trade opportunities to produce long-term, sustainable jobs. The program offers access to capital, support for human resource capacity building, entrepreneurship skills development and assistance for e-commerce. Funding is also available to provide support to communities to help plan and implement non-profit community development projects. This includes assistance for community capacity building, festivals and events as well as convention and sporting events.
Topics: Policies, General Information, Evaluations, and Individual Projects.
Program Record Number: ECB 803

Communications Services
Description: Includes records relating to the communications function of the Corporation that seeks to promote a better understanding of ECBC among the general public and target audiences and to increase awareness of ECBC's role in economic development. This is accomplished through public affairs, marketing and media relations (news releases, clippings, slides, videos, photographs, advertising, press conferences, success stories, newsletters, brochures and speeches).
Topics: Polices/Communication Plans, General Information, Media Relations, Biographies, News Release Procedures, Project Announcements, News Clippings, Situation Analysis, Slides/Videos, Advertising, Newsletter, Speeches, Briefing Material, Conferences and Meetings.
Program Record Number: ECB 320

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Audits

Budgets

Buildings and Properties

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Official Languages

Pensions and Insurance

Personnel

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Training and Development

Travel

Vehicles

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Hospitality

Personnel Security Screening

Relocation

Travel

Classes of Personal Information

Mailing Lists

This class of personal information contains the names and addresses of individuals who are on a mailing list to receive specific information or publications on the Corporation's programs and activities. The lists are updated on a continuing basis and maintained for a minimum of two years.

Ministerial Correspondence

This class of information contains correspondence addressed to the Minister, from external organizations and individuals in the form of requests for information, complaints, opinions and other submissions related to a broad range of policy issues pertaining to ECBC's activities wherein some unsolicited personal information has been provided by the correspondent. This form of information would be retrievable only if specifics of name, date of communication and subject were to be provided; it is not arranged or retrievable by personal identifiers. The retention periods of these classes of personal information are controlled by the record schedules of the general subject files in which they are stored.

Programs and Agreements

This class of information contains documents related to programs and agreements administered by ECBC. Personal information may be stored in administering programs falling within this class. The information may include financial, employment and demographic data on individuals. Such data, however, would be stored as part of the general subject files where records are not normally retrieved by name of individual or other personal identifier. This form of information is normally retrievable only if specifics are provided.

Subject Files and routine Correspondence

Some programs and activities result in the accumulation of personal information which is not contained in the personal information banks described above. This personal information is stored within subject files described as part of ECBC's Information Holdings where records are not normally retrieved by the name of the individual or other personal identifier. This form of personal information consists of enquiries concerning particular matters, as well as requests for publications and reports. The information is normally retrievable only if specifics are provided concerning the subject matter. Retention of this form of personal information is controlled by the records schedules of the subject files in which the information is stored.

Manuals

- ECBC Policy and Procedures Manual
- ECBC Program Guidelines

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about ECBC and its program and functions may be directed to:

Head Office

Enterprise Cape Breton Corporation
70 Crescent Street
P. O. Box 1750
Sydney, Nova Scotia B1P 6T7

Telephone: 902-564-3600
Toll-free: 1-800-705-3926
TTY (Toll Free): 1-800-705-3926

Facsimile: 902-564-3825
E-mail: info@ecbc-secb.gc.ca
Internet: www.ecbc-secb.gc.ca

Reading Room

ECBC's boardroom at its head office in Sydney has been designated as a public reading room for the purposes of the Access to Information Act. The address is:

Enterprise Cape Breton Corporation
70 Crescent Street
P. O. Box 1750
Sydney, Nova Scotia B1P 6T7

Environment Canada

Chapter 64

Note: Please note that the Department is currently undergoing transformation. New holdings will be reflected in the 2007-2008 edition.

General Information

Background

The Department of the Environment was established by the Government Reorganization Act, 1970-71-72, ch. 42 on June 10, 1971. The Department, also known as Environment Canada, has as its primary duties renewable resources management and the protection of Canada's air, water and land resources. The department is organized into the following branches: Audit and Evaluation Branch, Chief Enforcement Branch, Chief Information Officer Branch, Communications Branch, Corporate Secretariat, Environmental Stewardship Branch, Finance and Corporate Branch, Human Resources Branch, International Affairs, Meteorological Service of Canada, Science and Technology Branch, and Strategic Policy Branch.

Responsibilities

The primary objective of the Department of the Environment is to preserve and enhance the quality of the environment for the benefit of present and future generations of Canadians. Departmental programs are designed to promote the establishment or adoption of objectives and standards relating either to environmental quality or pollution control, to ensure the wise management and use of renewable resources and to provide Canadians with environmental information in the public interest. As well, the department ensures that new federal projects, programs and activities are assessed early in the planning process for potentially adverse effects on the environment.

Legislation

- Arctic Waters Pollution Prevention Act
- Canada Water Act
- Canada Wildlife Act
- Canadian Environmental Protection Act
- Canada Emission Reduction Incentives Agency Act
- Canadian Environment Week Act
- Fisheries Act
- International River Improvements Act
- Lac Seul Conservation Act
- Lake of the Woods Control Board Act
- Manganese-based Fuel Additives Act
- Migratory Birds Convention Act
- National Wildlife Week Act
- Species at Risk Act
- Weather Modification Information Act
- Wild Animal and Plant Protection and Regulation of International and Interprovincial Trade Act

Organization

Audit and Evaluation Branch

Audit and Evaluation is responsible for delivering an effective audit and evaluation function.

Chief Enforcement Officer Branch

The Chief Enforcement Officer Branch is responsible for developing and directing a nationally integrated environmental compliance assurance and enforcement program, including national training programs, and the identification and promotion of best practices for enforcement activities related to pollution and to wildlife legislation.

Consists of: Environmental Enforcement; Environmental Services Division; Wildlife Enforcement Division.

Chief Information Officer Branch

The Chief Information Officer Branch is responsible for department-wide applications, architecture; standards, processes and infrastructure needs of the department.

Consists of: Applications Directorate; Information Management Directorate, Information Technology Infrastructure Directorate; IT Operations & Client Support Directorate; Service Standards & Architecture Directorate.

Communications Branch

The Communications Branch is responsible for designing and delivering the department's communications and engagement functions, including a department-wide strategy for delivering services to Canadians.

Consists of: Communication Services; Communication Services, Regions: Internal Communications; Ministerial & Executive Liaison; Program Advice & Support; Strategic Communications Planning & Evaluation.

Corporate Secretariat

The Corporate Secretariat is the liaison between the Minister's office, the Deputy Minister's office and the department. The Secretariat is responsible on behalf of the Minister for access to information and privacy matters. The Corporate Secretariat is also a dedicated focal point for translation brokering and editing services to support the department's requirements.

Consists of: Access to Information & Privacy; Briefing & Scheduling; Ministerial Correspondence; Parliamentary Affairs;Translation Brokering & Editing.

Environmental Stewardship Branch

The Environmental Stewardship Branch is responsible for the overall protection of Canada's natural environment, including air, water and soil quality, and the conservation and protection of Canada's biodiversity including wildlife. It is responsible for implementing legislation and regulations relating to the environmental conservation and environmental protection programs, and for delivering related programs and policies to protect the health of Canadians, while maintaining a vigorous economy.

Consists of: Canadian Wildlife Service, Clean Air; Environmental Protection Operations; GHG Reductions; Intergrated Ecosystem Management; Offset Systems Directorate; Pollution Prevention; Public Education & Engagement; Systems & Priorities.

Finance & Corporate Branch

The Finance and Corporate Branch is responsible for all financial comptrollership-oriented and management functions within Environment Canada including corporate planning and administration.

Consists of: Assets Contracting & Environmental Management Directorate; Corporate Management Directorate; Finance Directorate; Shared Services; Values, Integrity & Conflict Management.

Human Resources Branch

The Human Resources (HR) Branch is responsible for developing and implementing people management strategies to assist the department in being positioned for the future and bring HR management practices in line with public service Human Resources legislation.

Consists of: Executive Services & Management Development; Innovation & Business Systems; National HR Services; Strategic Planning, Corporate Programs & Monotoring.

International Affairs

The International Affairs Branch is a dedicated focal point for the coordination and integration of a departmental perspective for Environment Canada's international engagement and leads the development of Environment Canada's Strategic International Environmental Framework.

Consists of: Americas; Climate Change International; Multilateral & Bilateral Affairs; Strategic Alignment.

Meteorological Service of Canada

Meteorological Service of Canada ensures Canadians have the warnings and information they need to protect their personal safety and their property from natural hazards. The Meteorological Service of Canada is also responsible for implementing a service improvement strategy to meet the increasing demands of national and international clients, partners and stakeholders for timely and accurate environmental predictions and information.

Consists of: Business Policy Directorate; GEOSS Interdepartmental Secretariat; Quality Management Systems Office; Weather & Environmental Monitoring Directorate; Weather & Environmental Operations Directorate; Weather & Environmental Prediction & Services Directorate.

Science & Technology Branch

The Science and Technology Branch is responsible for developing an integrated departmental science agenda, delivering on priorities with respect to scientific endeavours, and establishing a consistent scientific management regime. The Science and Technology Branch is also responsible for Environment Canada's research institutes and laboratories .

Consists of: Atmospheric S & T; Environmental Technology Centre; S& T Strategies; Science & Risk Assessment; Water S & T; Wildlife & Landscape.

Strategic Policy Branch

The Strategic Policy Branch is responsible for implementing an overarching policy framework and oversight on the development and integration of environmental policies on behalf of the department.

Consists of: Competitiveness; Domestic Climate Change Policy & Programs; Ecosystem Policy; Partnerships & Consultations; Policy Planning & Intergration; Strategic Analysis & Research; Strategic Information Intergration.

Information Holdings

Program Records

Audit and Evaluation Branch

Program Evaluation
Description: Evaluation frameworks, assessments and studies of departmental components, and related data.
Topics: Departmental components that have been subject to one or more of these evaluation activities.
Access: Reports are classified by evaluation component.
Format: Hardcopy. (In many cases, only single copies exist).
Program Record Number: ENV AEB 520

Chief Enforcement Branch

EP Enforcement (Regulatory Guidelines)
Description: Information on activities which contribute directly to the enforcement of environmental protection and wildlife legislation, including the development of enforcement policy guidelines and protocols, training programs and information management systems, as well as their implementation.
Topics: Information on enforcement of departmental legislation and regulations, CEPA, pollution prevention provisions of the Fisheries Act, Migratory Birds Convention Act, 1994; Canada Wildlife Act, Wild Animal and Plant Protection and Regulation of International and Interprovincial Trade Act; the National Environmental Management Information System and Intelligence System (NEMISIS); Successful Historical Prosecutions since 1988; On-going Prosecutions; Compliance and Enforcement Report, National Inspection Plan and Compliance Promotion Plan.
Program Record Number: ENV CEB 110

Chief Information Officer Branch

Communications – Computing Services
Description: Information on communications and communications-programming.
Topics: Communications.
Program Record Number: ENV CIO 470

Telecommunications
Description: Operational, alpha-numeric and facsimile information distributed by dedicated or dial-up communication lines.
Topics: Facsimile contracts; installations; procedures; traffic; teletype contracts – installations, procedures, traffic; computer aspects.
Program Record Number: ENV CIO 425

Communications Branch

Communications
Description: Information on communications and strategic communications advice, products and support services on corporate issues (including corporate planning and internal communications).
Topics: Communications.
Program Record Number: ENV COM 530

Corporate Secretariat

Disclosure of Information to an Investigative Body
Description: Information on requests for disclosure of personal information to investigative bodies under paragraph 8(2)(e) of the Privacy Act.
Topics: Personal Information; investigative bodies; law enforcement.
Program Record Number: ENV COS 710

Environmental Stewardship Branch

Biodiversity
Description: Information on biodiversity conservation and the sustainable use of biological resources.
Topics: Wide range of biodiversity related issues including Agenda 21, agriculture, biotechnology, business and economy, ecosystems, education, extinction of species, fisheries, forestry, wildlife and species at risk, genetic resources, parks and protected areas, populations and consumption, and sustainable development. Also, includes national and international biodiversity strategies.

Access: Files are arranged by subject and listed by author or subject. Available at the Biodiversity Convention Office (BCO).
Program Record Number: ENV ESB 125

Canadian Biodiversity Strategy
Description: Supporting documentation for Canadian Biodiversity Strategy and the Convention on Biological Diversity.
Topics: Reports on ten expert focus groups convened to provide input into the CBS; a compilation of recommendations relevant to biodiversity already being undertaken by governments; an inventory of current government policies, programs and legislation relevant to biodiversity; and preparatory documentation for the drafting of the convention on Biological Diversity.
Access: Available at the Biodiversity Convention Office.
Format: Inventory information is available on computer database.
Program Record Number: ENV ESB 130

CEPA Review
Description: Information on the Canadian Environmental Protection Act review conducted by the Parliamentary Standing Committee on Environment and Sustainable Development Program.
Topics: Canadian Environmental Protection Act (CEPA).
Program Record Number: ENV ESB 555

Disposal at Sea
Description: Disposal at sea permit system under CEPA 1999; development of policies, guidelines and protocols; support of international commitments under the London Convention 72 and 1996 Protocol; conducting annual monitoring studies at representative disposal sites.
Topics: National Ocean Disposal Database Network (NODNET).
Program Record Number: ENV ESB 215

Electricity and Industrial Combustion
Description: Information on activities which promote pollution prevention, energy efficiency, appropriate supply options and pollution control actions to efficiently reduce air pollution from electric power generation and industrial combustion sources. Tools include support for research and development, information sharing, public reporting and a range of policy instruments such as: guidelines for new thermal power plants, guidelines for stationary combustion turbines and protocol for continuous emission monitoring.
Topics: Pollution Prevention; energy efficiency.
Program Record Number: ENV ESB 535

Emergencies Operations
Description: Information from the operation of a 24 hour, 7 day a week national environmental emergencies hotline for Environment Canada. Coordination of the provision of support and technical advice on the environmental aspects of emergencies. Statistical information on spills obtained from historical spill report data.
Topics: Environmental emergencies.
Program Record Number: ENV ESB 590

Emergencies Preparedness
Description: Information on inter-agency arrangements and contingency plans which contribute directly to increasing the capacity of responders and advisors to prepare for and mitigate the effects of environmental emergencies.
Topics: Emergency preparedness; contingency planning; environmental emergencies.
Program Record Number: ENV ESB 595

Emergencies Prevention
Description: Information on activities to prevent and reduce the frequency, severity and consequences of sudden or unplanned releases of hazardous substances (risk management). These activities are generic and not associated with a specific incident.
Topics: Emergency preparedness.
Program Record Number: ENV ESB 285

Environmental Assessment
Description: Development of policy and legally sound guidance; provision of expert advice to other government departments, clients and partners; verification and reporting on EC's compliance with CEAA; and implementation of EC's CEAA responsibilities and Cabinet Directive on policies and programs.
Topics: Information on provisions of legislation, policies, procedures and methodologies pertaining to EC's Environmental Assessment Program. Information on compliance with the 1990 (Revised 1999) Federal Cabinet Directive on Environmental Assessment of Policies and Programs. Topics include: Environmental Assessment studies of major development projects in Canada; regulations; guidelines; electronic data inventory; policies; links to international conventions. Also, Environment Assessment Infobase (EA Info); National Environmental Assessments System (NEAS); EC Referral Tracking System (RTS).
Program Record Number: ENV ESB 600

Environmental Research, Technology and Support
Description: Information on activities which support the development of methods, regulations, guidelines and standards to measure, prevent, control and manage toxics in air, water and soil including stationary and mobile source emissions, contaminated sites, oil and chemical spills, hazardous wastes, and wastewater.
Topics: Environmental research, environmental technology.
Program Record Number: ENV ESB 620

Federal Policy on Wetland Conservation
Description: Information on the roles and responsibilities of federal agencies, commitments of federal government and strategies to promote wetland conservation nationally and internationally; the development and assessment of federal projects affecting wetlands; analysis and advice to provincial and territorial jurisdictions with regard to wetland policy development; implementation of national and international wetland programs with partner agencies; interaction with North American Waterfowl Management Plan; provision of advice to the public, Parliament and Minister on the Policy and other initiatives affecting wetland conservation; development of selection criteria for Ramsar sites; publications and public and scientific events on wetland and habitat conservation.
Topics: Biodiversity conservation, Ministerial enquiries; Ramsar Convention on Wetlands of International Importance; policy advice to federal agencies.
Program Record Number: ENV ESB 500

Flood Damage Reduction
Description: The federal/provincial/ territorial Flood Damage Reduction Program (FDRP) has finished. Most of the flood-prone municipalities have been mapped. Information available: policy and scientific and technical advice on flood mitigation related to federal jurisdiction in water management; a coordination mechanism with other federal departments, territorial and provincial governments on flood damage reduction policies; information to the public on policies, programs and locations where floodplain mapping is available; and, assistance for defining the requirements for environmental assessments of flood control measures. A website is also maintained with flood related information, achievements of the FDRP, designated municipalities, how to obtain maps, contacts and links to provincial and other related sites.
Topics: Floods, flood damage reduction, flood plain mapping, designations.
Access: Files are arranged by subject, geographic location and annual reports; a FDRP website is available:
Program Record Number: ENV ESB 180

Freshwater Outreach
Description: The freshwater outreach program aims to provide Canadians with the knowledge, capacity, motivation and means to act appropriately in ways to protect, conserve, and sustain our water resources. This requires changing attitudes, values and behaviours through providing information and incentives for action and engaging in meaningful dialogue.
Topics: Environment Canada has provided an in-house water outreach program since the late 1960's, with a major effort taking place in the 1990's. Program activities have been based on developing products and partnerships and have resulted in the production of a number of publications, the promotion of water awareness messages at many events, and the creation of a large, national Web site on freshwater issues.
Program Record Number: ENV ESB 560

Habitat Conservation
Description: Information on habitat strategies, plans and data banks; research on habitat impacts from exotic species and land use changes; resource strategies and methodologies to monitor habitat changes/impacts; provision of land management services and advice to federal departments and agencies responsible for administering federal lands located in the provinces or specially dedicated lands located in the territories. National co-ordination of Ramsar Convention and delivery of Federal Policy on Wetland Conservation.
Topics: Habitat planning and management; resource management data; federal land data; public awareness; policy research and coordination; Canada Committee on Ecological Areas.
Program Record Number: ENV ESB 165

Hazardous Wastes
Description: Information on Transboundary issues (Basel, OECD Council Acts, Can/US Bilateral Agreement); Environmentally Sound Management and liabilty regimes; hazardous waste computerized tracking system; hazardous waste imports and exports permitting; development and implementation of regulations (e.g. hazardous waste and PCB).

Topics: CEPA Regulations, Basel, OECD Council Acts, Can/US Bilateral Agreement
Access: Organized by subject matter.
Format: Paper copy, Canadian Notice and Manifest Tracking System (CNMTS). TMB Internet site, PCB Internet site :
Program Record Number: ENV ESB 230

International Smog
Description: Information focused on transboundary air pollution, including acid rain and ground-level (tropospheric) ozone and inhalable particles, the major components of smog. Administration of the Canada-U.S. Air Quality agreement and the Ozone Annex, including reporting on progress in meeting the international commitments, exploring with the U.S. issues of joint interest such as emissions trading.
Topics: Transboundary air pollution; smog; Canada-US Air quality Agreement; Ozone Annex.
Program Record Number: ENV ESB 365

Land-based Sources of Marine Pollution
Description: Information on the implementation of international and domestic marine obligations and commitments; participation in integrated coastal management; communications and outreach to improve awareness of the impacts of land-based activities on the marine environment; pollution prevention activities related to: sewage, POPs, radionuclides, heavy metals, oil, nutrients, contaminated sediments, litter, habitat destruction under Canada's National Programme of Action for Protection of the Marine Environment from Land-based Activities (NPA).
Topics: Coastal mangement; land-based sources of marine pollution.
Program Record Number: ENV ESB 250

Migratory Bird Surveys
Description: Information on the biometry of migratory birds.
Topics: Migratory game birds hunting permits; waterfowl harvest; breeding bird surveys; data processing.
Program Record Number: ENV ESB 105

National Nuclear Program
Description: Ensuring a comprehensive national nuclear approach; directing the examination of environmental impacts of specific nuclear activities, policies and technologies; and reviewing plans, proposals, applications and reports on nuclear industry to ensure consistency with policies of EC. This particular program is run from the Ontario Region as part of their work on environmental contaminants and sediments.
Topics: Environmental impacts of nuclear activities.
Program Record Number: ENV ESB 295

National Pollutant Release Inventory (NPRI)
Description: For 2002, collecting, analyzing and reporting on-site releases, offsite transfers in waste, and off-site transfers for recovery, re-use and recycling, and energy recovery of 273 pollutants from more than 4000 individual facilities on an annual basis. NPRI-listed substances include CEPA toxics and criteria air contaminants.
Topics: Information publications, web sites, electronic tools and maps on sources of emissions or pollutant releases, pollutant or substance transfers and pollution prevention by facilities and/or sectors in Canada, based on the National Pollutant Release Inventory, air pollutant inventories and greenhouse gas emissions inventories; guidance manuals, software, tools and technical support reporting of pollution and emissions data.
Program Record Number: ENV ESB 565

National Wildlife Areas and Migratory Bird Sanctuaries
Description: Public information and correspondence at all levels, concerning policies and regulations that govern land use activities on these designated nationally significant wildlife habitat areas. Activities also include development of selection criteria for both terrestrial and marine areas, consultation and development of management plans, progress reporting and scientific research and data collection.
Topics: Agreements; policy; regulations; rentals; leases.
Program Record Number: ENV ESB 135

Non-Hazardous Waste Management
Description: Information on the development of policies and programs relating to product policy; life-cycle management; extended producer responsibility; waste treatment/disposal and development and implementation of regulations for export and import of prescribed wastes.
Topics: CEPA Regulations.
Access: Organized by subject matter.
Format: Paper copy.
Program Record Number: ENV ESB 610

North American Waterfowl Management Plan (NAWMP)
Description: Information on the development, coordination and planning of the North American Waterfowl Management Plan (NAWMP).
Topics: Joint ventures; implementation

agreements (multilateral, internal); NAWMP committees; long-term and annual work plans; funding arrangements; communications and general correspondence.
Program Record Number: ENV ESB 170

Oil, Gas and Energy
Description: Information on activities to reduce air pollution from the upstream and downstream petroleum and fuels sectors through research and development, pollution prevention and control instruments, information sharing and by increasing the proportion of Canadian renewable low-impact electricity (green power). Expertise includes developing and administering regulations and standards, codes of practice, and complementary measures to regulation; as well as providing broader policy advice, economic analysis, and technical guidance. Recent initiatives include: Benzene in Gasoline Regulations, Sulphur in Gasoline Regulations, Sulphur in Diesel Fuel Regulations, CCME National Framework for Petroleum Refinery Emission Reductions, activities relating to CO2 Capture and Storage, and the Green Power Procurement and Market Incentive programs. Through the Environmental Choice Program, a registry of renewable low-impact electricity generators and products is maintained.
Topics: Air Pollution; Petroleum and fuels sectors.
Program Record Number: ENV ESB 420

Ornithology
Description: Information on all aspects of migratory birds and their conservation.
Topics: Migratory Birds Convention Act and Regulations; waterfowl hunting; North American Waterfowl Management Plan; bird banding programs; reports, studies and surveys; sanctuaries; migratory bird sanctuaries regulations; damage to crops by birds; Canadian Landbird Conservation Strategy; songbirds, seabirds, shorebirds; permits; research on species; use of birds; waterfowl kill statistics; waterfowl populations; breeding ground survey; breeding bird survey; brood production survey; waterfowl status reports. Correspondence with provinces, United States Fish and Wildlife Service; Mexico; and states on migratory birds and their conservation.
Access: Files are arranged by name and geographic locations.
Program Record Number: ENV ESB 120

Pollution Prevention
Description: Information on pollution prevention planning under CEPA; Environmental performance agreements; Canadian Pollution Prevention Information Clearinghouse; Pollution Prevention Success Stories; participation in international fora (OECD/UNEP); and the development of information and training materials on pollution prevention.
Topics: Information publications, websites, activity posters, electronic learning and implementation tools related to pollution prevention planning.
Access: By topic, by industry sector, by substance, by management tool, by title.
Format: Electronically, hard copy [fact sheets, handbooks, guidelines, FAQs, policy frameworks, annual reports, strategies, agreements and plans
Program Record Number: ENV ESB 605

Source-To-Tap Protection
Description: In consultation with partners in Federal/Provincial/Territorial Committees, Health and Environment Departments, provide guidance to drinking water system owners and operators, as well as the public, on how to apply the concept of the multi-barrier approch (MBA) to delivering safe drinking water to Canadians. Guidance on source water protection component of the MBA and its integration with the remaining components.
Topics: Provide continuous guidance and technical support to stakeholders for the purpose of implementing a MBA approach in their perspective efforts. Coordinating efforts with other government departments in implementing source water protection on federal lands. Develop source water guidelines.
Program Record Number: ENV ESB 700

Stratospheric Ozone
Description: Information on the implementation of Canada's commitments under international programs, negotiation of international agreements, and achievement of domestic phase-out targets; EC's contribution to the Montreal Protocol and the Multilateral Fund.
Topics: Stratospheric Ozone; Montreal Protocol.
Program Record Number: ENV ESB 570

Technology Transfer and Capacity Building
Description: Information on activities which support the transfer of technology and build of capacity in the community, government and industry domestically and globally including programs such as Good Laboratory Practices, Multilateral Fund of the Montreal Protocol, Green Corps, Environmental Technology Verification, Climate Change Technology, Environmental Technology Trade Missions, Memoranda of Understanding on Environmental Cooperation, International Environmental Youth Corps, Technology Partnerships Canada,

and Publications.
Topics: Technology Transfer.
Program Record Number: ENV ESB 615

Transboundary Wildlife
Description: Public information and correspondence on the proposal by the United States to explore for and develop potential oil and gas reserves in the sensitive calving grounds of the migratory Porcupine caribou herb on the coastal plain of the Arctic National Wildlife Refuge (ANWR) in northeast Alaska.
Topics: Porcupine Caribou; Arctic National Wildlife Refuge; United States.
Program Record Number: ENV ESB 575

Transportation Systems
Description: Information dealing with the assessment of the environmental impact of transportation systems in Canada and internationally and developing policies, programs and regulations aimed at mitigating the impact. Working with other government departments, vehicle and fuels industries, provincial and municipal governments and the environmental community. Addressing a broad array of issues such as tougher vehicle emissions standards, alternative fuels, inspection and maintenance programs, urban transit and public education.
Topics: Environmental impacts of transporation systems; vehicle emissions standards; alternative fuels; inspection and maintenance programs; urban transit.
Program Record Number: ENV ESB 510

Urban Smog
Description: Information on the development and implementation of federal action plans and negotiation of federal/provincial and international agreements on air pollution; Implementation of federal commitments and initiatives under the Canada-wide Standards for PM and Ground-Level Ozone; Development of emission guidelines and fuel standards related to creation of smog precursors; Publication of progress reports regarding implementation of the Government of Canada's Interim Plan 2001 on Particulate Matter and Ozone.
Topics: Urban Smog; Canada Wide Standards for PM; Ground Level Ozone.
Program Record Number: ENV ESB 260

Water Priorities
Description: Information on strategic policy analysis and integration, maintaining departmental, federal, and national water policy networks, and corporate support. The intent is to enhance the policy basis for federal government action on water issues by: coordinating strategic water policy, establishing key results that support EC business Lines; building on the Canadian Water Quality Guidines as a pillar of water policy at the EC, federal, and intergovernmental levels; integrating departmental and interdepartmental work on the international water file; enhancing strategic strategic capacity to respond to emerging water issues. Science Policy
Topics: Water policy.
Program Record Number: ENV ESB 580

Wildlife Management
Description: Information on the federal participation and responsibilities in the management of wildlife.
Topics: Species at Risk Programme; Policies development for the implementation of the Species at Risk Act (SARA); Committee on the Status of endangered Wildlife in Canada (COSEWIC); Recovery of Nationally Endangered Wildlife (RENEW); Endangered Species Recovery Funds; transboundary wildlife; Porcupine Caribou Management Agreement; Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES); Wild Animal and Plant Protection and Regulation of International and Interprovincial Trade Act (WAPPRIITA); Canada Wildlife Act; Conservation of Arctic Flora and Fauna; Federal-Provincial Agreements; Correspondence on wildlife conservation issues; Canada/US Framework; Trilateral Canada/ Mexico/US.
Program Record Number: ENV ESB 150

International Affairs Branch

International Relations
Description: Information on broad policies and strategies relating to Environment Canada's international relations, key international organizations, meetings and agreements dealing with the environment.
Topics: Multilateral and Bilateral Agreements, and International Multilateral Institutions and some country profiles.
Access: Files arranged by subject.
Program Record Number: ENV INT 540

Meteorological Service Branch of Canada

Canadian National Climate Archive
Description: The National Climatological Archive (NCA) contains data sufficient to define the general climate of Canada. Data are retained in three

forms – paper, microform and digital. This archive contains the majority of the long-term atmospheric data collected in Canada. The Digital portion of the archive contains data from about 6000 stations from all provinces and territories of Canada. About half are currently active stations. Data covers the period from 1840 to present.
Topics: Climatological data; data elements include temperature and precipitation, plus a number of other meteorological parameters such as winds, humidity, solar radiation, snow depth and soil temperature. Elements include monthly means daily climate parameters, and hourly elements. The archive also contains upper air information, ozone measurements, and air quality data.
Access: On-line interactive access to National Climate database; also computer print-outs, copies of original paper documents, microfiche, digital diskette and CD-ROM through DOE regional climate services offices and DOE MSC Headquarters – Climate Information Branch.
Format: Computer database, microfiche, paper documents.
Program Record Number: ENV MSC 550

Contracts – Satellites
Description: Information on contracts for satellite systems; also contracts for satellite research and development – TOVS, RAINSAT, ICE STATUS.
Topics: Satellite contracts.
Access: Files are arranged by subject and company.
Program Record Number: ENV MSC 335

Data Acquisition
Description: Information on land surface networks; upper air and aerological networks; Voluntary Observing Ship Program; remote sensing; environmental network.
Topics: Station classification; site information; meteorological and aerological instruments; codes; data standards; data reduction; quality assurance; equipment supply; development and testing; lists of ships participating; satellite ground stations; APT, weather radar; signal processing; data transmissions; maintenance; plans and policies.
Program Record Number: ENV MSC 440

Data Acquisition Networks
Description: Information on atmospheric environment operations, overall policy, operational performance, procedures and standards.
Topics: Atmospheric environment operations.
Program Record Number: ENV MSC 480

Forecast Procedures
Description: Information on meteorological models, procedures and techniques in support of forecast production.
Topics: Maps, charts and forms; satellite operations; plans and programs.
Program Record Number: ENV MSC 430

Hemispheric Observations
Description: Observed data, hemispheric surface synoptic reports.
Topics: Hemispheric observations.
Format: Coded forms.
Program Record Number: ENV MSC 450

Ice
Description: Information on regional ice models.
Topics: Ice modelling.
Program Record Number: ENV MSC 410

Ice Information, Consultation and Advice
Description: Information on ice forecasting and services, ice research, climatology and Observing Program (reconnaissance).
Topics: Ice.
Program Record Number: ENV MSC 465

Ice Observing Programs – Reconnaissance
Description: Information on verification of s atellite data.
Topics: Ice observing; satellite.
Program Record Number: ENV MSC 340

Instruments
Description: Information on Aeromet Facility Instrumentation.
Topics: Instrumentation.
Program Record Number: ENV MSC 345

Instruments and Instrument Systems
Description: Information on instruments; general, humidity, evaporation, precipitation, marine, physical phenomena, pressure, radiation, atmospheric sounding wind.
Topics: Instrumentation.
Program Record Number: ENV MSC 485

Marine Meteorology
Description: Information on TOVS.
Topics: Marine Meteorolgy.
Program Record Number: ENV MSC 355

Meso-Meteorology
Description: Information on the Meso-met Network.
Topics: Operation; data.
Program Record Number: ENV MSC 360

Meteorology Training
Description: Information on professional training, development, technical training in meteorology.
Topics: Training; meteorology.
Program Record Number: ENV MSC 475

MSC – Projects Research
Description: Information on computerized and man-machine mix system; module component development and design; research data set development; also implementation and joint projects with forecast operations.
Topics: Systems design for automated weather forecasting procedures; creation of research data sets for weather forecasting research.
Program Record Number: ENV MSC 400

MSC – Projects
Description: Information on satellite activity reports; data collection platforms; SDL Staffing; SDL GOES; Meso-met Network; Wind Energy Field Studies investigations.
Topics: Reporting; data collection.
Program Record Number: ENV MSC 370

Oil and Gas Exploration and Development
Description: Information on oil spill trajectories, freezing spray, ice and sea state models.
Topics: modelling.
Program Record Number: ENV MSC 415

Radar
Description: Information on the MOT Radar and Satellite System.
Topics: Radar.
Program Record Number: ENV MSC 375

Satellites
Description: Information on satellite programs.
Topics: Cost recovery; staffing the SKL; ICS Submission; MSC Satellite Programs; SDL Operations; NOSS; SURSAT.
Program Record Number: ENV MSC 380

Water Quality Management Data
Description: Information and interpretive reports on the quality of surface and ground waters based on analysis of samples; information on field surveys and analytical methods, and on quality control; water quality guidelines for protection of uses, and water quality objectives for specific surface waters. It does not include water quality objective work done under specific international or federal-provincial basin studies, nor research related to water quality management.
Topics: Water pollution, water quality surveys, analytical methods, quality of surface waters, rain water and snow water quality, water quality guidelines, water quality monitoring programs.
Access: Files are arranged by subject, geographic location and the management and operation of data systems and interpretive reports. These data include data collection title in the national and regional ENVIRODAT databases.
Format: On-line in the national and regional ENVIRODAT database.
Program Record Number: ENV MSC 185

Water Quantity Management Data
Description: Information on data collection, hydrometric and water levels, and sediment, as well as under specific international or federal-provincial water management or planning studies and data collection carried out as an integral part of other studies.
Topics: Gauging stations, international gauging stations, gauging stations inventory, hydrometric investigations, hydrologic interpretive and analytical reports, sediment links to water quality, sediment surveys, remote sensing, watershed research, tidal gauge records, tidal surveys.
Access: Files are arranged by subject, geographic location, river and site location with interactive online access to the national databases HYDAT AND HYDEX.
Format: Computer print-outs, microfiche, CD-ROM, online database.
Program Record Number: ENV MSC 200

Weather Forecast
Description: Digital information about global observational data sets (1992-present), digital gridpoint information about global analyses (1983-present) and forecasts (selected fields for last 5 years), and about regional analyses and forecasts (selected fields for last 5 years), of heights, temperature and moisture on mandatory pressure levels (currently 16 levels from 1000-10 hPa) as well as several surface based fields. The information is kept online in real time and then a subset is stored on digital tape. There are digital archives of weather maps and bulletins issued as well as historical records of verification statistics. There are microfilms of weather maps (1957-March, 1994) of hemispheric analyses of the surface, 850, 700, and 500 hPa levels.
Topics: Weather forecast archives.
Format: Microfilm, digital tapes.
Program Record Number: ENV MSC 445

Weather Service
Description: Information on RAINSAT.
Topics: Weather service.
Program Record Number: ENV MSC 385

Weather Service – Air Transportation
Description: Information on MOT Radar and Satellite System.
Topics: Air transportation.
Program Record Number: ENV MSC 390

Weather Services
Description: Information on policies, standards, procedures and guidance concerning the provision of weather services.
Topics: General weather services; public weather services; air, marine and road transportation; agriculture; forestry; climatology; preflight weather information service; radio and television broadcasting; scientific support units; weather service outlets.
Program Record Number: ENV MSC 435

Science and Technology Branch

Acid Rain
Description: Information on the implementation of the Canada Wide Acid Rain Strategy for Post-2000; development of federal/provincial agreements to implement the Strategy; and development of and support to international agreements.
Topics: Acid Rain; Canada Wide Strategy.
Program Record Number: ENV STB 235

Atmospheric Transported Contaminants
Description: Research to investigate ecosystem-scale aquatic effects resulting from regional stressors such as the long-range transport of acidifying and persistent organic pollutants; information assessing aquatic ecosystem contaminants and their distribution, determining and modeling the factors controlling ecosystem responses (including pollutant fate and cycling), detecting and predicting trends, evaluating (with others) the environmental health of aquatic ecosystems, and providing technical advice to environmental managers.
Topics: Great Lakes, Acid Rain Hazardous Air Pollutants and Arctic programs of Environment Canada and Northern Contaminants Program of Department of Indian Affairs and Northern Development (DIAND).
Program Record Number: ENV STB 680

Biosafety
Description: Information on the Cartagena Protocol on Biosafety, and the coordination of government activities relating to the Protocol's on-going development and operations.
Topics: Biosafety; Cartagena Protocol.
Program Record Number: ENV STB 225

Building Technologies and Environmental Systems
Description: Information on activities which contribute directly to the daily operation, recapitalization or modernization of service owned special purpose facilities.
Topics: Special Purpose facilities; moderization.
Program Record Number: ENV STB 630

Canada-United States and Interjurisdictional Waters
Description: Information on activities carried out under specific Canada-United States agreements or arrangements such as investigative, control, or surveillance board activities for the International Joint Commission (IJC) or in other bilateral Canada-United States situations; studies and implementation programs under formal federal-provincial arrangements under the Canada Water Act; and Canada-United States activities on shared river basins. Data collection and research carried out as a part of any of these formal arrangements are included as well as specific federal-provincial agreements required to carry out Canada's obligations in boundary waters (Canada-Ontario Agreement on the Great Lakes Ecosystem) and interprovincial arrangements (Prairie Provinces Water Board; Mackenzie River Basin Board; Ottawa River Regulation Planning Board). Information is also available on water use for selected years and geographic areas.
Topics: IJC investigations relating to boundary water removals; progress on Federal Water Policy and freshwater issues; St. Lawrence-Great Lakes programs and studies; Red River Basin studies and agreements including issues in midwest U.S. (Devils Lake/Garrison Diversion Unit/Northwest Area Water Supply Project) impacting on the basin in Canada; apportionment in Prairie waters, and the regulation of flows and levels in the Lake of the Woods and Ottawa River basin; and other international and interprovincial waters.
Access: Files are arranged by subject and project in electronic form; most reports and agreements are available in paper and/or electronic form.
Program Record Number: ENV STB 175

Ecological Applications Research
Description: Information on production of nationally consistent spatial data on the ecological characteristics and resource potentials of land, dissemination of scientific knowledge, methods and techniques used for surveying and classifying land, including wetlands, by ecological characteristics, for assessing resource potentials, impacts and hazards and for increasing knowledge of land

and land/water process linkages of concern in environmental management; assessment of potential climate change of the vegetative and land base of Canada and consequent implications for resource management.
Topics: General correspondence; public awareness; inter-regional projects; wetlands and acid rain sensitivity; climate change; Canada Committee on Ecological Areas.
Program Record Number: ENV STB 160

Ecosystem Health Objectives and Indicators
Description: Information on integration of social, environmental and economic factors in developing objectives and indicators to enhance, protect and sustain the health of Canadian ecosystems.
Topics: Ecosystem approach; a framework for developing ecosystem health goals, objectives and indicators: tools for Ecosystem-Based Management.
Program Record Number: ENV STB 495

Ecosystem Initiatives
Description: Ecosystem initiatives are partnership programs that have been put in place over the past ten years to address environmental, economic and social challenges in targeted geographic areas across Canada. They focus on issues involving air and water quality, resource use, human health and nature in an integrated manner responding to the unique problems of particular ecosystems and the unique needs of communities.
Topics: Ecosystems; partnership programs; air quality; water quality; resource use; human health and nature.
Program Record Number: ENV STB 210

Effects of Toxic Substances
Description: Information on techniques to screen and assess priority substances and effluents for their potential to cause effects on aquatic biota, chemicals responsible for physiological and reproductive impacts, information to measure and predict exposure to a wide variety of contaminants in support of various national and regional ecosystem programs, e.g., CEPA, TSMP, EEM and Great Lakes 2000; assessments of priority substances and their impacts on the survival, growth and reproduction of biota. Future emphasis will shift toward the development of techniques to screen chemicals, effluents and environmental samples for physiological and reproductive impairment in aquatic biota, including fish and higher organisms. The development of methods to isolate and identify chemicals responsible for biological impacts in the environment will lead to the remediation of contaminated products, effluents and sites. More accurate prediction of exposure and effects of contaminants will greatly enhance our ability to assess their environmental hazard.
Topics: Priority substances assessment; effluent assessment.
Program Record Number: ENV STB 675

Energy Research and Development
Description: Information on research activities: efficient energy use, in the areas of combustion efficiency, heat management and cross-sectoral energy efficiency technologies applicable to a broad range of industries, processes and energy sources; energy and climate change: understanding the role of greenhouse gases (GHG) in climate change, especially CO2 in the sea, air and biota in, and surrounding, Canada; and, technologies for GHG capture and disposal; hydrocarbons and the environment: research addresses remediation and prevention technologies in atmospheric, marine and terrestrial environments; sustainable/renewable energy sources including bioenergy, small and large hydro, solar energy, wind and hydrogen from renewable resources; and sustainable transportation, including reducing energy demand, improving efficiency, and preparing for long-term sustainable transportation through advanced power systems and an eventual hydrogen-electricity energy economy.
Topics: Energy reseach.
Program Record Number: ENV STB 635

Environmental Effects Monitoring
Description: Information on potential adverse effects in aquatic environments from point source discharges. The information/scientific data generated is used to assess the adequacy of regulations and other pollution control approaches (e.g. for the Canadian pulp and paper industry), to aid in the development and assessment of environmental protection policies (e.g. for metal mining industry) and to provide benchmarks for Canadian industry in demonstrating their environmental stewardship.
Topics: Environmental effects of industrial discharges (pulp and paper, mining, etc.); National EEM Database; Science-based decision-making; Expert working groups; Technical guidance document development; National coordination.
Program Record Number: ENV STB 640

Environmental Monitoring
Description: Information on all activities which support the quantification and geographical

location of releases of pollutants into all media in the environment including programs such as the National Air Pollution Surveillance (NAPS) Network, Greenhouse Gases from Municipal Landfills, Light and Heavy Duty Engine Emission Testing, and Construction Equipment Retrofit and Emissions Testing.
Topics: Pollution; air pollution surviellance; emission testing.
Program Record Number: ENV STB 525

Environmental Quality Guidelines
Description: Information on national science-based guidelines/standards for soil quality, water quality, sediment quality and tissue quality to protect and sustain terrestrial and aquatic ecosystems and their beneficial uses; scientific assessments of toxic substances; national protocols.
Topics: Environmental effects of toxic substances; National environmental quality guidelines and protocol publications including Canadian Water Quality Guidelines for the protection of raw drinking water quality, recreational water quality, aquatic life, livestock water, and irrigation water; Sediment Quality Guidelines for the protection of aquatic life and wildlife; Tissue Quality Guidelines for the protection of aquatic life and wildlife; and soil quality guidelines for agricultural, residential/parkland, commercial and industrial land uses; guidance for setting site-specific environmental quality objectives; ecological risk assessment guidance.
Program Record Number: ENV STB 490

Environmental Science and Technology Centres of Expertise
Description: Information on activities at the Environmental Technology Centre and Wastewater Technology Centre which support the service and department in specialized technical and research and development such as technologies for the measurement of air pollutants in ambient air and from mobile and stationary sources; the analysis of organic and inorganic components in diverse sample matrices; the assessment, management and remediation of leaking hazardous waste and other contaminated sites; the prevention and response to pollution emergencies such as oil and chemical spills; the assessment, evaluation and optimization of wastewater treatment plants; and the use of microwaves to enhance biological, chemical, and physical processes.
Topics: Environmental technology, wastewater technology.
Program Record Number: ENV STB 625

Groundwater Assessment and Remediation
Description: Research to assess and to develop techniques to remediate contaminated groundwater resources in Canada; information on the process of contaminant transport and transformation in a variety of groundwater environments; information on new techniques for isolating or remediating existing groundwater contamination; research on the role played by groundwater in regional water budgets and wetlands to support regional activities within Environment Canada such as the Great Lakes 2000 program, the Atlantic Coastal Action Program and the Canadian Environmental Protection Act (CEPA); research in the areas of groundwater/wetlands interactions and the contaminant hydrogeology of fractured media. New research will emphasize remediation of both nonaqueous and aqueous phase contamination in complex groundwater environments and the characterization of groundwater resources in relation to climate change. Emphasis will be placed on the development of user-friendly software packages for hydrogeological applications.
Topics: Contaminated Groundwater; remediation.
Program Record Number: ENV STB 685

Hazardous Air Pollutants
Description: Information on the negotiation of international agreements on persistent organic pollutants and heavy metals, development of federal/provincial/territorial strategies and plans for implementing Canada's commitments under international agreements, reporting on progress in meeting international commitments.
Topics: Hazardous Air Pollutants;Persistent Organic Pollutants (POPs).
Program Record Number: ENV STB 280

Hydrological and Ecological Impacts of Atmospheric Change on Aquatic Ecosystems
Description: Research to develop a predictive understanding of how climate change influences the hydrologic and chemical cycles at regional and local scales, and, subsequently, how it affects the structure and function of aquatic ecosystems, particularly in northern environments; and to develop improved indicators, models and integrated assessment techniques for more accurate prediction of climate change impacts on the hydrology and ecology of aquatic ecosystems.
Topics: Climate change; hydrology; aquatic ecosystems.
Program Record Number: ENV STB 660

Impact of Increased UV-B Radiation on Aquatic Ecosystems
Description: Information to assess and predict the impacts of atmospheric ozone depletion (enhanced ground level ultraviolet radiation fluxes) on aquatic ecosystems; the impacts of UV-B on algal photosynthesis, bacterial growth, dissolved organic matter and forest stream ecosystems. Particular emphasis is directed at wetlands and prairie lakes. Research into UV-B effects on the impact on wetlands; information on the national Atmospheric Change – Ozone Depletion/UV-B initiative; research to determine the relationships among the biogeochemical changes occurring within aquatic ecosystems, particularly wetlands; UV-B-related research with other government and university scientists. Increased focus will be directed towards wetlands, carbon cycle dynamics, and the quantification of direct-dose response of aquatic organisms to manipulated radiation fields.
Topics: Atmospheric Ozone depletion; Aquatic ecosystems; UV-B radiation.
Program Record Number: ENV STB 665

Lake Assessment and Remediation
Description: Research to assess and remediate highly degraded aquatic ecosystems including large lakes, such as the Great Lakes, to smaller water bodies, including riverine lakes and reservoirs, to wetlands. The main focus is on the Areas of Concern (AOCs) in the Great Lakes and the development and implementation of Remedial Action Plans (RAPs) and on the development of Lakewide Management Plans (LAMPs) for the most degraded Great Lakes (Erie and Ontario), under the Great Lakes Action Plan. Research to provide knowledge and advice to the Great Lakes 2000 program on Lakewide Management Plans, and Remedial Action Plans. Increasing effort will be directed to efforts such as the PSL-2 (CEPA) national study on nutrients in the environment.
Topics: Aquatic ecosystems; Lake assessment and remediation; Great Lakes.
Program Record Number: ENV STB 690

Land Use Impacts: Forestry, Agriculture, Mining, Energy and Waste Management
Description: Research on land-use stressors such as forestry, agriculture, mining, energy development, waste management and urbanization, addressing the complex interactions between hydrological processes and ecological responses. Information to identify the impacts of such stresses on the health and sustainability of Canada's ecosystems and to foster sustainable development of Canadian resources through development of science-based best practices. The work supports Environment Canada mandates: e.g., the Canadian Environmental Protection Act (CEPA), Priority Substance List (PSL) regulations, and the Biodiversity Convention.
Topics: Land use impacts; sustainability of Canada's ecosystems.
Program Record Number: ENV STB 655

Meteorological Research
Description: Major areas of activity include numerical modelling of the atmosphere for the purpose of developing new weather forecast techniques and improving existing ones (from short to extended range); data assimilation and satellite meteorology with a focus on the development of techniques for both quantitative application of operational satellite data to weather forecasting and making use of new satellite data; and atmospheric processes research studies of the interactions of airborne pollutants with clouds and precipitation, and the utilization of Doppler radar to recognize severe weather and its precursors.
Topics: Weather forecasting research.
Program Record Number: ENV STB 460

New Substances Notification, Assessment and Management
Description: Information for determining, in conjunction with Health Canada, whether new chemical, polymer or biotechnology substances may pose a risk to the environment or to human health; managing risk of substances where there is a suspicion of toxicity; administering the New Substances Notification Regulations (NSNR), processes and data systems, as well as the Domestic Substances List (DSL) and the Non Domestic Substances List (NDSL); engaged internationally to develop cooperative approaches to the assessment and risk management of new substances.
Topics: Search Engines for: DSL/ NDSL for Chemicals and Polymers; Confidential DSL/ NDSL for Chemicals, Polymers, Organisms and Microorganisms; DSL/ NDSL for Enzymes, Organisms and Microorganisms.
Program Record Number: ENV STB 300

Research – Air Quality
Description: Information on air quality, pollutant transport, dispersion, chemical transformations, and deposition, monitoring and the development of measurement techniques, modelling, and field and laboratory experimental studies.

Topics: Acid rain, toxic chemicals, photochemical smog, stratospheric ozone, and greenhouse gases.
Program Record Number: ENV STB 315

Research – Climate
Description: Information on climate, circulation modelling (numerical modelling of the general circulation of the atmosphere, ocean, land surface, and cryosphere) with special interest on modelling ocean circulation, the middle atmosphere, and regional-scale systems; climate processes research conducted into the study of the energy and water cycle, surface processes, precipitation-runoff relationships, and climate-cryosphere interactions; and climate variability and change, and extreme and anomalous events.
Topics: Climate Modelling.
Program Record Number: ENV STB 455

Research – Environmental Adaptation
Description: Information on research to improve understanding of socio-economic and ecosystem impacts of atmospheric change and to generate knowledge that will help to improve decision-making and facilitate adaptive response; integrated climate impact assessment at regional (Mackenzie Basin, Great Lakes) and national (Canada Country Study) scales is an important focus.
Topics: Research on the impacts of atmospheric change.
Program Record Number: ENV STB 325

Research Management and Policy
Description: Information on meteorological, environmental adaptation and other related environmental and technological research and development; research and related support activities of a general management nature – decisions and large-scale agreements; special problems of the Arctic; training for research and grants for research outside the federal government which support the objectives and policies for climate and atmospheric research in Canada; mechanisms for better transfer of technology to and from government research laboratories; contracting-out of federal research and development; relationship with the Canadian Space Program.
Topics: Agreements; treaties; studies; committees; plans and programs; fellowships; training and development; grants; unsolicited proposals; contracting; technology transfer.
Program Record Number: ENV STB 310

Risk Management of Toxic Substances
Description: Information on the development of options for the management of the threats to human health and/or the environment posed by toxic substances ; and development of risk management measures (including guidelines/codes of practice/standards/ economic instruments/ regulations to prevent or minimize the use and releases of toxic subatances.
Topics: Toxic substances.
Access: By substance and by source.
Format: Electronically: website
Program Record Number: ENV STB 245

Science Policy
Description: Policy for the strategic management of the Department's science and technology activities and integration with federal Science and Technology (S&T) policy.
Topics: Departmental S&T management system; in particular, the work of the S&T Executive Committee, S&T Management Committee, and the Deputy Minister's S&T Advisory Board. Departmental contributions to and implementation of federal S&T policy; in particular, the S&T Assistant Deputy Minister (ADM) Committee, the S&T ADM Integration Board, and the S&T ADMs Advisory Committee on Human Resources.
Program Record Number: ENV STB 645

Scientific Assessment of Substances
Description: Priority substances Assessments; categorization of the Domestic Substances List; screening level and other assessments.
Topics: Priority substances; Domestic substances.
Program Record Number: ENV STB 290

Sediment Assessment and Remediation
Description: Research to assess sediment quality and toxicity, leading to remediation of contaminated sediments. Multidisciplinary studies are carried out on the effects of sediment associated nutrients, organic chemicals and metals in aquatic ecosystems. New techniques are developed and tested to treat in-situ contaminated sediments, involving bench and pilot scale operations. Knowledge generated from the research is used to support programs such as Great Lakes Action Plan, Fraser River Management Plan, CEPA and Environment Canada regional activities. Research relevant to the assessment of contaminated sediment quality and remediation. Development of techniques for safe disposal of metal rich wastes. Studies of mercury methylation under different environmental conditions. Negotiations for full-scale treatment of contaminated sites for oil, PAHs or odour will continue while other treatments, such as metal fixation and sediment stabilization, are being studied.

Topics: Sediment quality and toxicity; remediation of contaminated sediments; Disposal of metal rich wastes.
Program Record Number: ENV STB 695

Sources and Fate of Toxic Substances
Description: Research on fundamental mechanisms governing the persistence and fate of toxic chemicals in aquatic environments to assess the hazards posed by toxic chemicals released to the aquatic environment; scientific information to support decision making for the Toxic Substances Management Policy (TSMP), the Canadian Environmental Protection Act (CEPA), the Pest Control Products Act (PCPA), the regional ecosystems programs, and ecosystem indicators; research on the occurrence, pathways and fate of present and future priority toxic substances in aquatic ecosystems; information on biological effects, especially the determination of chronic exposure to toxic chemicals (e.g. genotoxicity, reproductive toxicity, immunotoxicity, neurotoxicity, thyroid toxicity, etc.); priority substance assessment programs; advice to Environment Canada management; methods of destruction of toxic chemicals by physical, chemical, photochemical and biological means.
Topics: Toxic chemicals in aquatic enviornments.
Program Record Number: ENV STB 670

Sustainable Water Use
Description: Information on the ways in which water is used by individuals, industry and farmers. A particular emphasis is placed on the need to promote the efficient use of water and to reduce the amount of waste or unnecessary use through demand management strategies.
Topics: Outreach publications and partnerships have promoted the wise use of water. In addition, Environment Canada leads a socio-economic research project in which municipalities are asked to provide details as to their water utility. Questions on a survey, which has been conducted every 2 -3 years since the early 1980's, relate to water and wastewater – use, treatment and pricing. The information collected and reported is general in nature and is primarily aimed at the production of aggregate and summary statistics used in national trends and indicator work. The recent emphasis has been focused on the municipal sector however future work with other federal agencies will be targeted at the agricultural and industrial sectors.
Program Record Number: ENV STB 155

Technology Development – Wastewater
Description: Information on development and demonstration of waste water pollution control technology; technology development assistance programs; technical training; technology transfer; program planning and evaluation.
Topics: Program planning and evaluation; technology assistance program; waste water technology.
Access: Files are arranged by company.
Program Record Number: ENV STB 265

Toxicology Network
Description: Activities supporting the Toxicology Network, a network of scientists in Canadian universities conducting toxicology research in response to Canadians' concerns about toxic substances and risks posed to human health and the environment.
Topics: Toxicology research; toxic substances.
Program Record Number:ENV STB 100

Urbanization
Description: Information on large-scale aquatic ecosystems impacted by stresses from non-point sources of pollution from agriculture, industry and urban developments; the development of water management plans for large regional ecosystems, such as those studied under the Fraser River Action Plan (FRAP) and the Great Lakes 2000 Plan; research on non-point source contaminant pathways and controls in large ecosystems, sustainable sectors and technology transfer to the Canadian environmental industry. Research.
Topics: transport of pesticides and nutrients in soil, vegetation and water; fine sediment trapping by vegetated channels and flood plains; flows over porous boundaries; initiation of sediment transport in steep channels; floc and contaminant-binding mechanisms; roles of flocculation mechanisms and biofilms in sediment/contaminant transport; advanced Best Management Practices for controlling stormwater impacts on receiving waters; and development of designer flocs for environmental industry applications.
Program Record Number: ENV STB 650

Water Pollution Programs
Description: Information on federal/provincial programs; pollution control in coastal areas; International Joint Commission programs; data management; Arctic water programs coordination; program evaluation; interservice and interagency program coordination; program planning and development.

Topics: Program coordination and evaluation; coastal zone; data management and analysis.
Program Record Number: ENV STB 270

Water Quality Protection (Shellfish)
Description: National coordination of program which monitors shellfish growing waters for bacterial contamination, and classification of areas based on water quality survey and pollution source identification under a MOU for the Canadian Shellfish Sanitation Program led by the Canadian Food Inspection Agency.
Topics: Shellfish; Canadian Shellfish Sanitation Program.
Program Record Number: ENV STB 255

Water Resources Modeling and Analysis
Description: Development, maintenance, updating and application of water management computer models. Models include one-dimensional hydrodynamic river simulation with optional water quality routine, a generalized model using a network flow optimization algorithm and a heuristic database for both planning and water use and users conflict resolution, applying operational modeling of flow regulation and multiple-use, multi-reservoir/channel network, a water resources planning model which integrates water supply and demand considerations into a basin water balance and overall management framework, and a transient (dynamic) simulation model in which major ice phenomena and processes are considered (currently under development). Responsibilities also include provision of models, technical assistance and advice for water quantity, water quality, water demands, flow regulation and optimization to federal, provincial, private consultants and other agencies/organizations, collaboration with other federal departments, private and academic institutions in applied research into climate change impacts on water resources and adaptation strategies, as well as providing specialized expertise to Canadian aid agencies and other international organizations.
Topics: river hydraulics, one dimensional hydrodynamic modeling of river (and estuaries) flows, water quantity and quality, methodologies for simulating ice and groundwater impacts on water quality, water use forecasting on river basin basis, basin water balance, optimization of flow regulation and multiple-use, multi-reservoir/channel networks, flow regulation and water use planning, basin-wide operational flow regulation, water conservation, modelling of the integrated impacts of climate change on water use, water supply and basin water balance.
Format: CD's, disks, computer files, printed and electronic manuals and reports.
Program Record Number: ENV STB 205

Wildlife Toxicology
Description: Information and advice on the impacts of pesticides and pest control practices, environmental contaminants and other toxic substances on birds, other vertebrates wildlife (but not fish) and their habitats and foods (biodiversity).
Topics: Predicting and evaluating wildlife effects of toxic substances for support of environmental conservation and protection policy and regulation development. Research to establish cause-effect relationships for toxic substances and wildlife, to identify toxic substances in the environment and their sources, to develop and apply assessment methodology including modelling and tests methods, and to select indicators of environmental quality and health of wildlife. Wildlife disease issues and federal contact point with the Canadian Cooperative Wildlife Health Centre. Biomonitoring of contaminant trends and effects in wildlife in Arctic, Great Lakes-St. Lawrence, Marine and other Canadian ecosystems. Laboratory services for measurement of selected contaminant residues, biomarkers and bioassays and quality assurance management. National Specimen Bank of more than 30,000 frozen specimens (mainly birds) dating from around 1970 and specimen preservation technology. National database of toxic chemicals residues in wildlife (primarily birds). Contaminants in waterfowl and wildfoods for human consumption.
Access: By subject.
Program Record Number: ENV STB 145

Strategic Policy Branch

Aboriginal Affairs
Description: Information on relationships between Environment Canada and Aboriginal people in the delivery of our legislation, policies and programs; and environmental management aspects of government-wide Aboriginal policies.
Topics: Canada's Aboriginal Action Plan-Gathering Strength, comprehensive land claims and self-government agreements, political accords with national Aboriginal organizations (e.g. Assembly of First Nations, Congress of Aboriginal Peoples).
Program Record Number: ENV SPB 140

Consultations
Description: Information on the public consultation policies, practices and activities of the department.
Topics: Public consultations.

Access: Environmental Consultations Calendar and other reports.
Program Record Number: ENV SPB 545

Federal-Provincial Relations
Description: Information on the broad policy aspects of the relationship between the federal and provincial/territorial governments on environmental issues.
Topics: Harmonization; the Canadian Council of Ministers of the Environment; Canada-Wide Standards; Wildlife Ministers Council of Canada.
Access: Files arranged by subject.
Program Record Number: ENV SPB 505

Knowledge Integration
Description: Information on the management, integration and dissemination of scientific and environmental information and knowledge. Promotion of the use of standards and protocols for the management of information and development of infrastructure.
Topics: Knowledge management.
Program Record Number: ENV SPB 405

Strategic Policy/Sustainable Development
Description: Information on departmental directions and policies.
Topics: Sustainable development; strategic directions, action plans and activities carried out by the department, relations with clients and stakeholders.
Access: Files are arranged by subject.
Program Record Number: ENV PAC 515

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Budgets

Buildings

Buildings and Properties

Business Continuity Plans (BCP)

Classification of Positions

Co-operation and Liaison

Electronic Network and Monitoring Logs

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Information Technology Services

Lands

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Physical Security

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Utilities

Vehicles

Particular Personal Information Banks

Applications for Research Grants Science Subventions
Description: Each entry in the bank contains information of the following type: educational, financial support for research, new scientific concepts, personal statement of productivity, third party evaluation of the entry. All assessments and grants are processed at Atmospheric Environment Service headquarters from Canadian university faculty members.
Class of Individuals: Faculty members of Canadian universities in the environmental sciences or faculties related thereto.
Purpose: To provide information used in the annual selection of research proposals to be funded by this institute.
Consistent Uses: To assess research proposals in order to award research funds.
Retention and Disposal Standards: Maximum five years, destroyed after two years.
RDA Number: 78/001

Related PR#: ENV MSC 310
TBS Registration: 001394
Bank Number: ENV PPU 010

Applications for Studentship in Meteorology or Atmospheric Science
Description: To provide personal and academic information used in the annual selection for the provision of studentships at Canadian universities.
Class of Individuals: Canadian citizens and permanent residents who have graduated with 3.5 courses in physics and 4.5 courses in mathematics with a 66% average.
Purpose: To assess potential recipients of studentships.
Consistent Uses: To assess applications for MSC Studentships.
Retention and Disposal Standards: Records are retained for a period of two years and are then destroyed. If the applicant becomes an employee, the application is placed on his/her personnel file.
RDA Number: 78/001
Related PR#: ENV MSC 310
TBS Registration: 001397
Bank Number: ENV PPU 025

Applications for Visiting Fellowship Awards
Description: Contains information of the following types: demographics, employment, educational, personal references, third party evaluations. All assessments are processed at Atmospheric Environment Service headquarters. Awards are granted to visiting fellows for their work at headquarters.
Class of Individuals: Generally restricted to environmental scientists who have recently completed their doctoral degrees.
Purpose: To provide personal and academic information used in the annual selection of visiting fellows to this institute.
Consistent Uses: To assess potential candidates for visiting fellowship awards. The file is shared with NSERC.
Retention and Disposal Standards: Maximum five years, destroyed after three years.
RDA Number: 78/001
Related PR#: ENV MSC 310
TBS Registration: 001395
Bank Number: ENV PPU 015

Employment Applications
Description: This bank can contain employment applications, personal information and curricula vitae from people wishing to work for the Department. All the applicants are registered in the bank. It is established on a regional basis, by service. The bank is used to hold information sent by the candidates.
Class of Individuals: Anyone applying for employment with the Department.
Purpose: The information contained in this bank is used for staffing purposes.
Consistent Uses: Limited to present and future staffing purposes.
Retention and Disposal Standards: Maximum five years, destroyed after two years.
RDA Number: 78/001
Related PR#: ENV PRN 920
TBS Registration: 001402
Bank Number: ENV PPU 080

Information Disclosures to Investigative Bodies
Description: This bank contains copies of privacy requests and replies as well as requests for disclosure to federal investigative bodies, forwarded by investigative bodies as listed in Schedule II of the Privacy Act under paragraph 8(2)(e) of the same Act. This bank also contains the replies to such requests and gives information related to their processing. It is used to verify the conditions of disclosure to federal law enforcement bodies which are stated in paragraph 8(2)(e) of the Privacy Act, and to report to the Privacy Commissioner on the number of access requests received annually. This bank is comprised solely of requests concerning persons for the purpose of law enforcement, and the replies to such requests.
Class of Individuals: Individuals about whom requests for personal information have been received pursuant to paragraph 8(2)(e) of the Privacy Act from federal investigative bodies for the purpose of enforcing a law of Canada or a province, or carrying out a lawful investigation.
Purpose: The purpose of this bank is to permit the Privacy Commissioner to review disclosures made under paragraph 8(2)(e) of the Privacy Act to federal investigative bodies for the purpose of enforcing a law of Canada or a province or for carrying out a lawful investigation.
Consistent Uses: No consistent uses at this time.
Retention and Disposal Standards: Records are retained for five years and are then destroyed.
RDA Number: To be determined.
Related PR#: ENV COS 710
TBS Registration: 002326
Bank Number: ENV PPU 072

Post-graduate Fellowships
Description: Post-graduate fellowships are intended to provide financial assistance to Canadian citizens and permanent residents who are enroled in an MSc or PhD program in

Meteorology and Atmospheric Services.
Class of Individuals: Canadian citizens and permanent residents who have completed undergraduate degrees.
Purpose: To provide information in the annual selection of candidates for post-graduate fellowship awards.
Consistent Uses: Primary use is to assess fellowship applications.
Retention and Disposal Standards: Maximum five years, destroyed after two years.
RDA Number: 78/001
Related PR#: ENV MSC 310
TBS Registration: 001396
Bank Number: ENV PPU 020

Wildlife Permit Information
Description: This bank contains information gathered from permits required by Act of Convention for the purposes of protecting, managing, and regulating the use of certain species of birds or animals and their habitat. Specific information includes the Migratory Birds Permit information, which is gathered under the legal requirements of the Migratory Birds Convention Act such as avicultural permits, taxidermists permits, scientific permits, migratory bird damage permits, airport permits, eiderdown permits, Cap Tourmente hunting permits, Migratory Birds Convention Act permits; banding and collecting permits, migratory game birds hunting permits and special permits. Information obtained through the system permit for the import, export or transit of endangered species is also contained in this database.
Class of Individuals: Information such as names, addresses, telephone numbers, occupations, and type of permit requested are kept on individuals applying for Migratory Birds Permits in the five Canadian regions (Pacific and Yukon, Western and Northern Ontario, Québec, and Atlantic Regions); information on banding permits and Migratory Game Bird Hunting Permits is kept at Headquarters.
Purpose: To compile information under the Migratory Birds Convention Act if any enquiries are made for legal or other purposes.
Consistent Uses: No consistent uses at this time.
Retention and Disposal Standards: Retention of 15 years; active for five years and dormant for ten years, then transferred to the National Archives of Canada for selective retention.
RDA Number: 84/024
Related PR#: ENV ESB 110
TBS Registration: 001393
Bank Number: ENV PPU 005

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Business Continuity Planning (BCP)

Electronic Network Monitoring Logs

Executive Correspondence Management Systems

Hospitality

Internal Disclosure of Wrong Doing in the Work-Place

Personnel Security Screening

Relocation

Security Video Surveillance & Temporary Visitor Access Control Logs & Building Passes

Travel

Classes of Personal Information

General Correspondence and Enquiries

Personal information is also stored within subject files where records are not normally retrieved by the name of the individual or other personal identifier. This form of personal information consists of requests for publications, reports etc. and enquiries for information of a general nature. It is normally retrievable only if specifics are provided concerning the subject matter. Retention of this form of personal information is controlled by the records schedules of the subject files in which the information is stored.

Ministerial Correspondence

This class of information contains correspondence addressed to the Minister and/or the Deputy Minister and received by the Departmental Correspondence Unit from external organizations and individuals in the form of requests for information, complaints, opinions and other submissions related to a broad range of policy issues pertaining to Environment Canada's activities, wherein some unsolicited personal information has been provided by the correspondent. This form of information would be retrievable only if specifics of name, date of communication and subject were provided; it is

not arranged or retrievable by personal identifiers. The retention period of these classes of personal information are controlled by the records schedules of the subject files in which the information is stored.

Manuals

- Abstracting Recorded Precipitation – AE209
- A Guide to the New Substances Fees Regulations for the Notification of Chemicals and Polymers and other Services
- Analytical Methods Manual (for water quality)
- Biological Test Method: Acute test for sediment toxicity using marine or estuarine amphipods. 1992 EPS 1/RM/26
- Biological Test Method: Fertilization assay using echinoids (sea urchins and sand dollars). 1992 EPS 1/RM/27
- Biological Test Method: Reference method for determining the toxicity of sediment using luminescent bacteria in a solid-phase test. 2002 EPS 1/RM/42
- Biological Test Method: Sub-lethal toxicity tests to assess sediments intended for disposal at sea. 2001 EPS 1/RM/40
- Biological Test Method: Reference method for determining acute lethality of sediment to marine or estuarine amphipods. 1988 EPS 1/RM/35
- Biological Test Method: Toxicity test using luminescent bacteria (photobacterium phosphoreum). 1992 EPS 1/RM/24
- Canadian Wildlife Service Sign Manual
- CITES Identification Guide – Birds
- CITES Identification Guide – Butterflies
- CITES Identification Guide – Crocodilian
- CITES Identification Guide – Hunting trophies
- CITES Identification Guide – Sturgeons and paddlefish
- CITES Identification Guide – Tropical woods
- CITES Identification Guide – Turtles and tortoises
- CITES Reports
- Climate Change Plan for Canada
- Climatological Studies – AE222
- Conversion Tables
- COSEWIC Operation and Procedures Manual
- Evaporation – AE016
- Federal Guidelines for the National Flood Damage Reduction Program
- Guidance Document on the Collection and Preparation of Sediments for Physicochemical Characterization and Biological Testing. EPS 1/RM/29
- Guidance Manual for the Categorization of Organic and Inorganic Substances on Canada's Domestic Substances List
- Guide for Reporting to the National Pollutant Release Inventory
- Guidelines for Joint Federal-Provincial River Basin Planning Projects
- Guidelines for the Notification and Testing of New Substances: Chemicals and Polymers
- Guidelines for the Notification and Testing of New Substances: Organisms
- Guidelines for Reporting for the Domestic Substances List
- Guidelines for Wildlife Policy in Canada
- Hinterland Who's Who
- Hydrodynamic Model Documentation Manual
- Hydrologic Design Methodologies for Small Scale Hydro at Ungauged Sites
- Hydrometric Surveys – Field and Office Manual (approximately 45, including manuals on HYDAT – a database for stream flow and water level data)
- Manual of Climatological Observations
- Manual of Marine Weather Observing (MANMAR) – AE003
- Manual of Standard Procedures for Issuing Aviation Forecast Bulletins, Advisories and Messages (MANAIR) – AE005
- Manual of Surface Weather Observations (MANOBS) – AE001
- Manual of Upper Air Observations (MANUPP) – AE002

- Manual of Word Abbreviations (MANAB) – AE205
- Migratory Birds – Bird Banding Manual
- Monograph Series
- NAQUADAT – Guide to Interactive Retrieval (for water quality data)
- National Environmental Indicator Series
- National Guidelines for Monitoring Dredged and Excavated Material at Ocean Disposal Sites. EPS M-386
- National Reports on Climate Change
- Reference Guide to Automatic Weather Observing System Reports – AE017
- Sampling for Water Quality
- Scientific and Technical Publications Report Series
- Small-Hydropower Handbook for British Columbia
- Snow Surveying – AE208
- Soil Temperature – AE015
- Solar Radiations
- Storm Rainfall in Canada – AE230
- Sunshine – AE012
- Transactions of Federal-Provincial Wildlife Conferences (Last publication 1989)
- Trends in Canada's Greenhouse Gas Emissions
- Water Management Model Manual
- Water Use Analysis Model Manuals
- Wind – AE207

Additional Information

Requests for further information about the Department's programs and functions may also be directed to the following addresses:

Atlantic Region

Environment Canada
Queen's Square
45 Alderney Drive
Dartmouth, Nova Scotia B2Y 2N6

Telephone: 902-426-7231

Meterological Service of Canada

Environment Canada
4905 Dufferin Street
Downsview, Ontario M3H 5T4

Telephone: 416-739-4826

Canadian Meteorological Centre

Environment Canada
2121 Trans Canada Highway, Suite 300
North Service Road
Dorval, Quebec H9P 1J3

Telephone: 514-421-4602

Electronic Communications

Access to Environment Canada's Green Lane on the Information Highway

(Internet: www.ec.gc.ca)

National Capital Region

Inquiry Centre
Place Montcalm III
70 Cremazie, 7th floor
Gatineau, Quebec K1A 0H3

Telephone: 819-997-2800
Toll-free: 1-800-668-6767
Facsimile: 819-953-2225
E-mail: environinfo@ec.gc.ca

Ontario Region

Environment Canada
4905 Dufferin Street
Downsview, Ontario M3H 5T4

Telephone: 416-739-4994

Pacific and Yukon Region

Environment Canada
401 Burrard, Suite 201
Vancouver, British Columbia V6C 3S5

Export Development Canada

Chapter 65

Note: This institution is not subject to the Access to Information Act.

General Information

Background

Export Development Canada ("EDC") was named Export Development Corporation prior to December 21, 2001. EDC was established on October 1, 1969, by the Export Development Act and is an agent of Her Majesty in right of Canada. EDC is a Crown corporation whose shares may be owned only by Canada and is accountable for its affairs to Parliament through the Minister for International Trade. Both Export Development Canada and its predecessor, the Export Credits Insurance Corporation which commenced operations in 1944, were created to facilitate and develop trade between Canada and other countries.

Responsibilities

EDC is devoted exclusively to providing trade finance services to support Canadian exporters and investors in some 200 markets.

The Corporation achieves this through a wide range of flexible and innovative financial solutions to exporters across Canada and their customers around the world. Its risk management services – including insurance, financing and guarantees – have become an integral part of the export strategies of many large and small Canadian companies.

Legislation

- The Export Development Act

Organization

Office of the President and CEO of EDC

Business Development

Business Solutions and Technology

Corporate Secretariate and Legal Services

Finance

Financial Services

Human Resources

Information Holdings

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Relocation

Travel

Particular Personal Information Banks

Access Request Data Bank
Description: This bank contains the access request forms sent by individuals requesting information about themselves held by the Corporation; the replies to such requests and information related to their processing.
Class of Individuals: Current and former employee and the general public.
Purpose: For processing access requests only and to report on the number of requests received annually. Records are maintained in chronological order under the name of the individual requesting the information.
Consistent Uses: None
Retention and Disposal Standards: Records retained for two years or until such time as the individual has had the opportunity to exercise all his or her rights under the Privacy Act.
RDA Number: 98/005
Related PR#: EDC 114 and EDC 502
TBS Registration: 000150
Bank Number: EDC PPU 005

Financing, Insurance and Equity Programs
Description: This bank contains records such as application forms, financial statements, credit reports and other information relating to the administration of EDC's financing, insurance and equity programs.
Class of Individuals: Individuals who have applied for EDC's support under its financing, insurance and equity programs. Further, personal information about other individuals may also be accumulated in this bank as it is more fully described under the "Classes of Personal Information" heading.

Purpose: To determine the eligibility for EDC's support under offered programs and, as the case may be, facilitate the administration of a transaction.
Consistent Uses: The information may also be used for statistical research purposes, and for planning, implementing and evaluating various programs offered by EDC. With the agreement of the applicant, EDC may disclose selected personal information about a successful applicant. This information includes: the name of the principal counterparty involved in the transaction; the EDC financial service provided; a general description of the commercial transaction/project; the amount of EDC support in an approximate dollar range; and the name of the applicant.
Retention and Disposal Standards: Records are retained for two years after the last administrative action on file, at which time the records are destroyed.
RDA Number: 98/005
Related PR#: EDC 700 and EDC 800
TBS Registration: 005224
Bank Number: EDC PPU 015

Canadian Legislation Compliance Program
Description: This bank contains personal information collected by EDC from the outside sources described below, under the authority of a program established for the purpose of ensuring that EDC complies with United Nations Suppression of Terrorism Regulations made pursuant to the United Nations Act as well as the Anti-Terrorism Act and Regulations made there under. This personal information consists of a list of names of suspected terrorists and in some cases includes alias, date and country of birth. The sources of such personal information are a) the United Nations Suppression of Terrorism Regulations made pursuant to the United Nations Act which refer to i) the list established by the Committee of the Security Council of the United Nations and ii) names listed pursuant to the said Regulations and b) the Regulations Establishing a List of Entities made pursuant to the Anti-Terrorism Act which lists names. This bank may also contain other records relating to the administration of the program such as exchange of correspondence with security and intelligence authorities.
The information in this bank is linked to EDC Financing, Insurance and Equity Program database (EDC PPU 015).
Class of Individuals: 297 names are currently on the list established pursuant to the United Nations Act and the United Nations Suppression of Terrorism Regulations and 77 names are listed pursuant to the Anti-Terrorism Act and Regulations made thereunder. Many names appear in more than one list.
Purpose: The purpose of this bank is to ensure that EDC does not transact business with or involving individuals who are suspected of being engaged in terrorist activities and identified as such pursuant to the United Nations Suppression of Terrorism Regulations as well as the Anti-Terrorism Act.
Consistent Uses: The bank may also be used to: (i) authenticate decisions on refusing to provide any financial or related services for the benefit of any listed person; (ii) determine whether EDC is in possession or control of any property owned or controlled by or on behalf of a person listed in the Regulations, and, (iii) report to the security and intelligence authorities any information collected or generated by EDC with respect to any listed person.
Retention and Disposal Standards: Personal information collected from outside sources is retained as long as necessary to comply with Canadian legislation. Other personal information is retained for two years after the last administrative use at which time the records are destroyed.
RDA Number: 98/005
Related PR#: EDC 2014 and EDC 2600
TBS Registration: 005340
Bank Number: EDC PPU 100

Telephone Services Audit Database
Description: This bank contains records of the use of EDC' s telephone services. In particular, it contains details of telephone calls placed from and to EDC telephones and may include the name of the individual associated therewith, the incoming and outgoing call telephone number, the length of the call, the date and time of the call and the cost associated therewith. This information is also available for calls placed via EDC's calling card program.
Class of Individuals: Individuals placing a call from and to EDC telephones and employees using a calling card issued by EDC.
Purpose: To manage, control, forecast, plan and analyze the performance of EDC's telephone services.
Consistent Uses: The information is provided routinely and as required to responsibility centre managers to enable them to manage and control

telephone usage, allocate costs internally and ensure the appropriate use of the services.

Retention and Disposal Standards: This information is maintained for two years after a report is issued and then destroyed.
RDA Number: 98/005
Related PR#: EDC 426
TBS Registration: 005341
Bank Number: EDC PPU 105

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Relocation

Travel

Classes of Personal Information

In the course of conducting the programs and activities of Export Development Canada, categories of personal information not used for administrative purposes may be accumulated. Such personal information includes, among other things, general biographies of individuals in relation to EDC's program services. This form of personal information is retrievable if specifics are provided concerning transactions filed e.g. names of exporters, countries and projects, rather than by name of individual or other personal identifier.

Other information provided by or about individuals may also be found in corporate record holdings such as information services, accounts payable and library files. This class of personal information is retrievable only if the requester identifies, in sufficient detail, the subject of the information that they wish to access. The retention periods are controlled by the record schedules of the general subject files in which they are stored.

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Privacy Act.

Requests for further information about the department and its programs and activities may be directed to:

Privacy Coordinator
Export Development Canada
151 O'Connor Street
P.O. Box 655
Ottawa, Ontario K1P 5T9

Telephone: 613-598-2899

Farm Credit Canada

Chapter 66

General Information

Background

Farm Credit Canada (FCC) was established through the Farm Credit Act in 1959 as an agent Crown corporation named in Part I of Schedule III of the Financial Administration Act, making FCC the successor to the Canadian Farm Loan Board.

Farm Credit Canada is a financially self-sustaining commercial Crown corporation, wholly owned by the Government of Canada. FCC reports to Parliament through the Minister of Agriculture and Agri-Food.

Responsibilities

FCC's mandate is to enhance rural Canada by providing business and financial solutions to farm families and agribusiness.

FCC provides primary producers as well as suppliers and processors along the agricultural value chain with a variety of customized debt and equity financing, insurance, management software, information and learning.

Legislation

- Farm Credit Canada Act

Organization

A Board of Directors comprised of up to 12 members governs FCC. The Board of Directors is responsible for overseeing FCC's management and business in the best interest of FCC and the long-term interest of the Government of Canada as required and set down in the Farm Credit Canada Act and the Financial Administration Act.

Chief Executive Officer

Working with the Board of Directors, FCC's President and Chief Executive Officer (CEO) is responsible for the strategic leadership of the corporation.

Office Locations

FCC has approximately 1,200 staff located in over 100 offices across Canada serving its customers. FCC's Corporate Office is located in Regina, Saskatchewan.

Operating Structure

FCC AgExpert

FCC's AgExpert division provides accounting and field management software that helps farmers enhance management practices.

Enterprise Integration & Innovation

Responsible for the business and technical requirements of the corporation, at the enterprise level, so as to optimize integration between processes and systems and enhance the customer's experience across channels. Also responsible for the internal management and review of FCC's business and activities and rethinking and redesigning business processes throughout FCC to achieve improvements in critical measures of performance.

Finance

Responsible for managing the transactional risk and overseeing national portfolio quality, loan administration, financial management and management reporting, as well as all Treasury functions such as, managing debt issuance, cash flow and liquidity, dealer and investor relationships, investment portfolio and interest rate risk.

Human Resources

The purpose of Human Resources is to provide FCC with services in human resource planning and information, organizational development, staffing, compensation and benefits including pensions and employee relations to ensure that FCC has a competitive and diverse workforce. This division is responsible for managing the corporation's official languages program.

This division is also responsible for national facilities management and the management of Corporate Office functions such as the mailroom, reception, and administrative policies and procedures, including travel and expense and relocation.

Human Resources takes a leadership role in the corporation's commitment to cultural practices.

Information Technology

This division provides seamless and reliable computing infrastructure, applications and support

services to the corporation. This division is also responsible for managing the telecommunication needs of the corporation.

Legal Services

Legal Services provides advice, interpretation and guidance on legal matters affecting the corporation.

Operations

FCC's Operations section is mandated to anticipate market trends, customers' needs and to deliver the right products and services to FCC's customers at the right cost. The main focus is to provide financing and financial solutions to FCC customers and potential customers.

Partners and Channels

Traditionally, FCC has conducted business directly with customers through a network of offices strategically located across Canada. This division's objective is to improve and expand the products and services available to the agriculture industry and individual producers by encouraging potential partners to complement FCC's service offerings and to improve customer choice by developing alternate delivery channels.

Strategy, Knowledge, & Reputation

Responsible for managing FCC's reputation through strategies such as media relations, public relations and public affairs. It leads FCC's strategic and corporate planning process, and maintains effective government and parliamentary and industry relations. Strategy, Knowledge & Reputation is responsible for developing and implementing FCC's knowledge management strategy. Also responsible for managing the corporate translation function.

FCC Ventures

FCC Ventures is the venture capital/private equity division of Farm Credit Canada. FCC Ventures invests in Canadian businesses that are dedicated to serving and advancing agriculture in Canada and throughout the global economy. FCC Ventures focuses on providing equity and quasi-equity financing to small and medium-sized companies.

Information Holdings

Program Records

Administration Services

Description: Administrative services generally; mail, messenger and postal services; travel and transportation services, receptionist services; buildings and properties generally; and employee relocation.
Topics: Internal telephone lists, Travel Policy, mileage rates, facilities management including lease management, alterations, contracts, maintenance and furniture acquisition, site design, employee relocation information.
Access: Files arranged alphabetically.
Format: Paper and electronic.
Program Record Number: FCC HR ADM 100.05/06

AgExpert

Description: Correspondence, policy, procedures and records related to the development and publishing of agricultural management software for farmers, ranchers and agriculturel producers. Information on customers and potential customers.
Topics: Agricultural/farming accounting, production, planning, analysis information.
Access: Files are stored alphabetically and numerically.
Format: Paper and electronic.
Program Record Number: FCC AgEx 100.04/05

Agri-Assurances

Description: Insurance coverage program for FCC customers. Life insurance studies, tenders, operations, rulings, interpretations, reports and claims, sales program, and policy.
Topics: Applications for Life Insurance; products offered; general correspondence; life insurance reports; outstanding claims.
Access: Files arranged by subject and province.
Format: Paper and electronic.
Program Record Number: FCC LifeIns 100.04/05

Agricultural Statistics and Economics

Description: Statistical data, reports, forecasts, trends, related correspondence.
Topics: Agricultural statistics and economics; economic and market outlook; interest rate trends; farm product prices; farm income and costs; forecasting on Farm Credit Canada lending; financial markets; financial instruments; quota values.

Access: Files arranged numerically by subject.
Format: Paper, electronic and publications.
Program Record Number: FCC ADM 045

AgriSuccess
Description: Correspondence, policy, procedures and records related to the development of education, training and tools for individuals involved in agriculture. Participant lists.
Topics: Workshop and seminar information; presenters; participant lists; business planning award program; publications; FCC partners.
Access: Files are stored alphabetically and numerically.
Format: Paper and electronic.
Program Record Number: FCC BusServ 100.04/05

Collections and Recovery
Description: Information on collection matters including policies, directives, rulings, reports, instructions, legal procedures, statistics, taxes, acquisition and disposition of property, analyses, estimates.
Topics: Policies; correspondence; collection procedures; taxes on security; arrears reports; foreclosures, power of sale, quit claims; bankruptcies; legal action reports; recovery action summaries; forecasts of losses.
Access: Files arranged by subject and province.
Format: Paper and electronic
Program Record Number: FCC ADM 105

Financial Model
Description: Information on the financial model used to develop interrelated balance sheet, income statement and financial ratios.
Topics: FCC financial policies and directives, guidelines for preparing financial reports.
Access: Files arranged by subject.
Format: Paper and computer.
Program Record Number: FCC FIN 100.04/05

Farm Credit Canada – Credit Policy
Description: Policy directives, rulings and reports on Farm Credit Canada's credit policy.
Topics: Correspondence; guidelines; eligibility; purposes; amount, terms and conditions of loans; interest rates; forms and procedures; loan monitoring; customer support strategy.
Access: Files arranged numerically by subject.
Format: Paper and electronic.
Program Record Number: FCC LOM 100.04/05

Farm Credit Canada – Loan Administration
Description: Information on policy, rulings, fire insurance, forms and procedures, disbursements, notices, statements, security, legal opinions, suspense and liaison related to administration of loans under the Farm Credit Canada Act.
Topics: Correspondence; policy; fire insurance; new loan documentation; Commodity based loans; Shared Risk Mortgage loans; retained funds; installment notices; activity statements; retired and assumed loan documentation; collateral security; partial interest, surface leases and easements; legal opinions; suspense funds disbursements; liaison.
Access: Files arranged by subject and province.
Format: Paper and electronic.
Program Record Number: FCC ADM 090

Official Languages
Description: Official languages generally; identification and designation of bilingual positions and offices; language testing, language training.
Topics: Correspondence; test results; language training participants.
Access: Files arranged numerically and alphabetically.
Format: Paper and electronic files;
Program Record Number: FCC OffLang 100.04/05

Research
Description: Research reports, studies, data and correspondence.
Topics: Research projects; farm financial surveys; surveys – financial conditions; loan risk analysis; farm management initiatives.
Access: Files arranged numerically by subject.
Format: Paper.
Program Record Number: FCC ADM 050

Farm Credit Canada – Valuations
Description: Correspondence and information on valuation support services for FCC program operations. FCC's Valuations prepares and publishes Farm Land Value Reports semi-annually.
Topics: Aerial photographs, valuations, sales research, land values.
Access: Files arranged numerically by geographic area and subject.
Format: Paper and electronic.
Program Record Number: FCC VAL 100.04/05

Venture Capital
Description: Correspondence, policy, procedures and records related to the disbursement and monitoring of funds where there is an investment or venture capital factor.
Topics: Enquiries; submission and authorization procedures, policy and procedures on superseding and supplementary proposals; disbursements; monitoring of investments; underwriting; mergers,

acquisitions and divestitures, arrears, category classification, write-offs.
Format: Electronic and Paper
Access: Files are arranged alphabetically and numerically.
Program Record Number: FCC Ventures 100.04/05

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Audits

Budgets

Employment and Staffing

Finance

Human Resources

Pensions and Insurance

Personnel

Procurement

Training and Development

Particular Personal Information Banks

Applications for Employment
Description: This bank contains recruitment documents or applications for employment with FCC and any related correspondence. This bank may also contain personnel or staffing interviews, psychological tests, test results and analysts' reports.
Class of Individuals: Potential FCC employees.
Purpose: To meet the human resources needs of FCC.
Consistent Uses: Information may be transferred to an employee bank if the individual is offered and accepts employment. This information may also be used for research, planning, evaluation and statistical purposes.
Retention and Disposal Standards: Individual application/resumes that are not considered during a staffing process are retained for six months after receipt of the application and then destroyed. Resumes/ Applications considered during a staffing process are retained for 2 years following the expiry of the eligibility list or after the last administrative use and then destroyed.
RDA Number: 98/001
Related PR#: FCC ADM 920
TBS Registration: 003008
Bank Number: FCC PPU 015

Loan and Lease Administration – Client Files
Description: This bank contains information relating to farmers who have loans under the Farm Credit Canada Act, the Farm Credit Corporation Act, the Farm Credit Act and the Farm Syndicates Credit Act and farmers who lease property from FCC. The information consists of loan documentation, loan assumptions, loan renewals, financial statements and arrangements, leases, property management and administration, legal documentation and copies of correspondence relating to the ongoing administration of FCCA, FCA and FSCA loans and FCC properties.
Class of Individuals: Farmers who have loans under FCCA, FCA and FSCA and tenants of FCC properties.
Purpose: The purpose of this bank is to administer and monitor client loans and FCC properties.
Consistent Uses: Information in this bank is used for statistical purposes, monitoring, renewals, collections and legal recovery actions, Loan Review Board and Farm Debt Mediation hearings and the general administration of loan accounts and properties.
Retention and Disposal Standards: Records on approved loans are retained for a maximum period of 32 years, or two years from the date the loan is fully repaid, whichever is the lesser period, and then destroyed. Files for aborted/cancelled loans, or withdrawn/rejected applications are kept a maximum of two years from date of such action and then destroyed.
RDA Number: 97/027
Related PR#: FCC ADM 090
TBS Registration: 003006
Bank Number: FCC PPU 010

Loan Applications – Client Files
Description: This bank contains information relating to individuals who apply for loans under the Farm Credit Canada Act and information relating to individuals who applied for loans under the Farm Credit Corporation Act, the Farm Credit Act and the Farm Syndicates Credit Act. The information consists of loan application forms, financial statements, farm appraisal reports, personal income and other client profile information, client appeals, copies of correspondence relating to the repayment and ongoing administration of FCCA, FCA and FSCA loans and related legal documentation.
Class of Individuals: Farmers who apply for

loans under FCCA and those who applied for loans under FCA and FSCA.
Purpose: The purpose of this bank is to determine eligibility for loans and the administration of loans.
Consistent Uses: Information in this bank is used for statistical purposes, monitoring, loan renewals, collection and recovery administration and Loan Review Board and Farm Debt Review Board hearings.
Retention and Disposal Standards: Records on approved loans are retained for a maximum period of 32 years, or two years from the date the loan is fully repaid, whichever is the lesser period, and then destroyed. Files for aborted/cancelled loans, or withdrawn/rejected applications are kept a maximum of two years from date of such action and then destroyed.
RDA Number: 97/027
Related PR#: FCC ADM 090
TBS Registration: 003937
Bank Number: FCC PPU 005

Loan Review Board Members
Description: This bank contains information relating to individuals who are members of the Loan Review Board. The information consists of biographical data.
Class of Individuals: Individuals who are members of the Loan Review Board.
Purpose: The purpose of this bank is to collect background information on Loan Review Board members.
Consistent Uses: None.
Retention and Disposal Standards: This information is retained throughout the appointment period and destroyed 3 years after the end of the appointment.
RDA Number: To be determined
Related PR#: FCC ADM 090
TBS Registration: 003650
Bank Number: FCC PPU 050

Mailing Lists
Description: This bank contains mailing lists with the names and addresses of individuals, academic and farming organizations, firms, companies, groups, etc.
Class of Individuals: Individuals, academic and farming organizations, firms, companies, groups, government officials, etc.
Purpose: To maintain standard lists of individuals, organizations, groups, businesses, etc. for the purpose of mailing publications, reports, newsletters, press releases and other documentation on FCC's activities, programs and marketing.
Consistent Uses: The information is used to mail and distribute documentation to individuals on the mailing lists.
Retention and Disposal Standards: Records are updated continuously and the information is kept until deleted from list or superseded.
RDA Number: 98/001
Related PR#: FCC ADM 903
TBS Registration: 003009
Bank Number: FCC PPU 020

Requests from Federal Investigative Bodies
Description: This bank contains requests for personal information pursuant to paragraph 8(2)(e) of the Privacy Act by federal investigative bodies, the replies to such requests, the records of information disclosed, any correspondence with the Privacy Commissioner and all records relating to the processing of the requests.
Class of Individuals: Individuals being investigated by federal investigative bodies.
Purpose: The purpose of this bank is to meet the requirements of the Act.
Consistent Uses: Compiling statistics relating to requests from federal investigative bodies.
Retention and Disposal Standards: Files are retained for two years after their last administrative action and are then destroyed.
RDA Number: 98/001
Related PR#: FCC ADM 130
TBS Registration: 003010
Bank Number: FCC PPU 025

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Relocation

Travel

Manuals

- Human Resource Policy Manual
- Lending Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please note: Requests made to the Farm Credit Canada under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to Farm Credit Canada.

The public may direct enquiries for information about the Corporation and its policies and procedures to:

Farm Credit Canada
Attn: Privacy Officer
1800 Hamilton Street
P. O. Box 4320
Regina, Saskatchewan S4P 4L3

Telephone: 306-780-8100

Reading Room

Corporate Office boardrooms have been designated under the Access to Information Act as public reading rooms.

Farm Credit Canada
1800 Hamilton Street
Regina, Saskatchewan S4P 4L3

Federal Bridge Corporation Limited

Chapter 67

General Information

Background

The Federal Bridge Corporation Limited (FBCL) was established in 1998 under the Canada Business Corporations Act, and is designated a proprietary corporation (Schedule III, Part 1) within the meaning and purpose of the Financial Administration Act.

Responsibilities

The Corporation was incorporated with the mandate to replace The St. Lawrence Seaway Authority as the corporate body with the responsibility for superintending the Authority's non-navigational assets. The St. Lawrence Seaway Authority was dissolved on December 1, 1998 pursuant to provisions of the Canada Marine Act. The management of the Authority's navigational assets was transferred to a not-for-profit corporation while the Authority's non-navigational assets were transferred to FBCL.

FBCL also ensures the acquisition of lands for the construction, maintenance and operation, alone or in conjunction with an appropriate authority in the United States, of bridges connecting Canada with the United States; and the acquisition of lands for, and construction or acquisition, maintenance and operation of such bridges and works or other property as the Governor in Council may deem necessary. FBCL reports to Parliament through the Minister of Transport.

The Seaway International Bridge Corporation, Ltd.: An FBCL subsidiary with a head office, located in Cornwall, Ontario, operates and manages an international toll bridge system between Cornwall, Ontario and Rooseveltown, New York, on behalf of the owners – The Federal Bridge Corporation Limited of Canada and the Saint Lawrence Seaway Development Corporation of the United States.

The St. Mary's River Bridge Company, owner of the portion of the Sault Ste. Marie International Bridge situated in the Province of Ontario, and an FBCL subsidiary, entered into an agreement for the maintenance and operation of the Bridge with the Michigan Department of Transportation. This international bridge links Sault Ste. Marie, Ontario and Sault Ste. Marie, Michigan.

The Jacques Cartier and Champlain Bridges Incorporated, an FBCL subsidiary, was established to provide the public with a safe and efficient transit across the Jacques Cartier, the Champlain and the Honoré – Mercier Bridges, along the Bonaventure Autoroute, the Champlain Bridge Jetty (cyclists) and through the Melocheville Tunnel, structures situated in the Greater Montreal region.

The main business involvement of FBCL at the Thousand Islands Bridge is the operation of the Canadian portion of the Thousand Islands Bridge System at Ivy Lea, Ontario which is administered for FBCL on a contract basis, by the Thousand Islands Bridge Authority of the United States.

Legislation

- Financial Administration Act
- The Jacques Cartier and Champlain Bridges Inc. Regulations SOR/98-568
- The Seaway International Bridge Corporation, Ltd. Regulations, SOR/98-569 and SOR/99-140

Organization

The full-time President, appointed by Order-in-Council, and three part-time Directors, appointed by the Minister of Transport, constitute the Corporation's board of directors. The General Director, the Corporate Secretary and Legal Counsel, the Vice-President, Engineering and Construction, the Vice-President, Communications, the Director of Administrative Services & Treasurer, the Senior Director of Human Resources, the Director, Engineering and Construction, the Administrator, Leases and Licenses and the Records Manager are located in the Corporation's head office in Ottawa.

Corporate Services

Support the board of directors and staff by providing specialized services, analytical skills, expertise, assistance and advice in the technical and management areas of the Corporation's organization to respond effectively to the Corporation's business needs and objectives. Provide pro-active leadership and facilitation skills

in formulating corporate-wide policies, programs, standards, procedures and policies.

Assist the board of directors and staff in determining strategic directions for the Corporation. Provide input and leadership in the determination of strategic objectives and help develop action plans and tactical strategies to meet objectives. Monitor and respond to external legislation and regulations affecting the Corporation. Effect research and feasibility studies that could have corporate-wide implications, and assist in their implementation.

Engineering and Construction

This service is in charge of realizing ingineering studies, see to the conception of plans and term of references, put out call for tenders, manage construction projects related to bridge rehabilitation. Provide technical support to the subsidiaries.

Administrative Services

These services include Purchasing and Office Support, Real Property Management, Records Management and Risk Management.

Facilitate the setting of corporation-wide standards for asset management. Facilitate the contract tendering process. Manage the administration, the development, leasing or disposal of corporation-wide owned property. Facilitate and coordinate the Risk Management Program and Insurance Portfolio.

Employee Relations/Human Resources Services

Manage the negotiations of all Collective Agreements and represent the Corporation in the settlement of grievances and other labour issues at the final level. Establishe and manage benefits and compensation programs. Coordinate and facilitate the assessment of management training and development needs.

Finance and Accounting Services

Oversee the integrity of the Corporation's financial statements and report to the board of directors on the financial performance of the organization. Manage the Corporation's treasury portfolio; administer the daily cash flow and project funding requirements; initiate investments for short and long term needs. Plan and coordinate the Corporation's budget process and provide input into the Corporate Plan.

Subsidiaries and Other Interests

The Corporation has three subsidiaries: The Seaway International Bridge Corporation, Ltd., The Jacques Cartier and Champlain Bridges Incorporated and The St. Mary's River Bridge Company.

The Thousand Islands Bridge is administered by the Thousand Islands Bridge Authority in the United States under a management agreement between FBCL and the Thousand Islands Bridge Authority.

Information Holdings

Program Records

Champlain Bridge and Jetty
Description: Information about the administration of the Champlain Bridge and Jetty (includes a portion of the Bonaventure Autoroute).
Topics: Champlain Bridge and Jetty – general; maintenance and repair contracts; professional service contracts; studies; traffic control; commercial and traffic signs; complaints.
Access: The information is filed with the concerned department.
Program Record Number: FBCL CHA 010

Jacques Cartier Bridge
Description: Information about the administration of the Jacques Cartier Bridge.
Topics: Jacques Cartier Bridge – general; maintenance and repair contracts; professional service contracts; leases; studies; commercial and traffic signs; accidents; complaints.
Access: The information is filed with the concerned department.
Program Record Number: FBCL JCB 015

Melocheville Tunnel
Description: Information about the administration of the Melocheville Tunnel.
Topics: Melocheville Tunnel – general; maintenance and repair contracts; professional service contracts; lighting.
Access: The information is filed with the concerned department.
Program Record Number: FBCL TM 001

The Seaway International Bridge
Description: Information on the Seaway International Bridge Corporation, Ltd., the South Channel Bridge, the North Channel Bridge and tolls.

Topics: Operation and maintenance; agreement with the United States Saint Lawrence Seaway Development Corporation, bridge passes, shareholders'and directors' meetings; studies.
Access: The information is filed with the concerned department.
Program Record Number: FBCL SEA 020

The Thousand Islands Bridge
Description: Information on the Thousand Islands Bridge Authority, the Thousand Islands Bridge, leases and tolls.
Topics: Operation and maintenance; agreement with the Thousand Islands Bridge Authority, directors'meetings, studies.
Access: The information is filed with the concerned department.
Program Record Number: FBCL TIB 025

The Sault Ste Marie International Bridge
Description: Information on the St Mary's River Bridge Company; the Sault Ste Marie Internationl Bridge; tolls.
Topics: Operation and maintenance; agreement with the St Mary's River Bridge Company; shareholder's and directors' meetings; auditing.
Access: The information is filed with the concerned department.
Program Record Number: FBCL SSM 002

Studies
Description: Information relating to studies involving the Corporation.
Topics: Studies on FBCL bridges of adminsitrative, financial topics.
Access: The information is filed with the concerned department.
Program Record Number: FBCL 117 100

Administrative Services
Description: Information relating to the organisation and operation of the Corporation.
Topics: Link the activities between the different government departments; committees and board of Directors minutes; information on legal matters of the Corporation; access to information requests, leases and licences management and records management.
Access: The information is filed with the concerned department.
Program Record Number: FBCL 100 101

Financial Services
Description: Information relating to the financial management of the Corporation.
Topics: Establishing the budget; payroll management; book-keeping and financial statements.
Access: The information is filed with the concerned department.
Program Record Number: FBCL 400 102

Communications
Description: Information on the external communications of the Corporation.
Topics: Publishing such as the annual report and the corporate plan; public and media relations.
Access: The information is filed with the concerned department.
Program Record Number: FBCL 200 103

Human Resources
Description: Information concerning the management of Corporate Human Resources.
Topics: Recruiting, employee benefits, health & safety, job classification, work relations, applications for employment, recognition program & official languages.
Access: The information is filed with the concerned department.
Program Record Number: FBCL 300 104

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Hospitality

Relocation

Travel

Particular Personal Information Banks

Contract files
Description: Information concerning Corporate contracts in order to obtain professional services, construction services, leases and licences and agreements. It contains information such as Board submissions, signed contracts, tenders, correspondence relating to the contract, company insurance documents, renewal letters.
Class of Individuals: General public.
Purpose: Maintain information on the call and awarded contracts, the type, duration and cost.
Consistent Uses: May be used for research purpose for future contracts.
Retention and Disposal Standards: Retained 7 years after the outcome. Then destroyed except documents pertaining to capital assets which are retained indefinitely.
RDA Number: TBD.
Related PR#: FBCL 100 101

TBS Registration: 005305
Bank Number: FBCL PPU 015

Tender files
Description: Information concerning the call for tenders, the terms of reference, the analyses of the submitted tenders.
Class of Individuals: General public.
Purpose: Maintain information on the call for tenders and the terms of reference.
Consistent Uses: May be used for research purpose for future call for tenders and terms of reference.
Retention and Disposal Standards: Retained seven years and then destroyed.
RDA Number: TBD
Related PR#: FBCL 100 101
TBS Registration: 005304
Bank Number: FBCL PPU 025

Consultation request files
Description: Information concerning requests submitted for access to records of the Corporation and personal information files, the replies to such requests and any other information relevant to their processing.
Class of Individuals: General public & employees.
Purpose: Maintain information on the requests made under the Access to Information and Privacy Acts.
Consistent Uses: May be used to reply to information requests and to prepare annual reports on the number of requests received.
Retention and Disposal Standards: Retained eight years after the outcome. Then destroyed except access requests having received decision by the Commissioner which are retained indefinitely.
RDA Number: TBD
Related PR#: FBCL 100 101
TBS Registration: 005317
Bank Number: FBCL PPU 010

Financial files
Description: Information concerning record program expenditures and revenues. It contains the names and addresses of firms and individuals, invoices and amounts owing and any supporting documentation to substantiate the account.
Class of Individuals: General public, Corporation and Employees.
Purpose: Maintain information on the payment of accounts owing to firms and individuals, for the reimbursement of travel expenses to corporate employees, on the recovery or payment of monies owing to the Corporation.
Consistent Uses: May be used for accounting, reference and statistical purposes.
Retention and Disposal Standards: Retained seven years and then destroyed except some type of documents that are retained indefinitely like budget, financial statement, auditing and property assessment.
RDA Number: TBD
Related PR#: FBCL 400 102
TBS Registration: 005316
Bank Number: FBCL PPU 020

Application for Employment files
Description: Information on employment applications, resumes and replies to applications.
Class of Individuals: Individuals seeking employment.
Purpose: To retain applications for employment.
Consistent Uses: To support decisions regarding the referral of candidates for staffing purposes.
Retention and Disposal Standards: Retained two years and then destroyed.
RDA Number: TBD
Related PR#: FBCL 300 104
TBS Registration: 005307
Bank Number: FBCL PPU 005

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Hospitality

Relocation

Travel

Classes of Personal Information

Administative documents of general order.

During the administration of the activities of the Corporation, different categories of personal information are accumulated which are not included in files described above, for example, General Correspondence, Complaints & Professional Service Offers. Subject & function generally file the information. The retention period of the documents follows the retention schedule established by the Corporation.

Mailing List

The class of personal information contains the names and addresses of individuals who are on

the mailing lists to receive the annual report of the Corporation and other documents relating to their activities. The lists are updated on an annually basis and the information is retained until it's amended.

Manuals

- AASHTO Bridge Design Specifications
- CSST
- Canada Labour Code
- Canadian Health and Safety Law
- Canadian Highway Bridge Design Code
- Canadian Labour Arbritation
- Canadian Pay Roll Manual
- Cities and Towns Act
- Compensations and Benefits Guide
- Contract Administration for Project Managers Manual
- Corporate Classification Plan and Retention Schedule
- Multi-Institutional Disposition Authorities and Supporting Documentation
- National Building Code of Canada
- New York State Bridge Inspection Manual
- Ontario Assessment Act
- Ontario Assessment Legislation
- Ontario Municipal Act
- Ontario Payments in Lieu fo Taxes Act and related Regulations
- Ontario Property Tax Assessment
- Ontario Structure Inspection Manual
- Policy Manual
- Quebec Municipal Code
- The Federal Bridge Corporation Limited
- WSIB

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please note: Requests made to the Federal Bridge Corporation Limited under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Federal Bridge Corporation Limited.

Requests for further information may be directed to:

The Federal Bridge Corporation Limited
Counsel and Secretary
55 Metcalfe Street, Suite 1210
Ottawa, Ontario K1P 6L5

Telephone: 613-993-6880
Internet: www.federalbridge.ca
Email: info@federalbridge.ca

The Seaway International Bridge Corporation, Ltd.
Counsel and Secretary
55 Metcalfe Street, Suite 1210
Ottawa, Ontario K1P 6L5

Telephone: 613-993-6880
Internet: www.sibc.ca
Email: info@federalbridge.ca

The Jacques Cartier and Champlain Bridges Incorporated
General Manager
West Tower
111 St. Charles Street West, Suite 600
Longueuil, Quebec J4R 5G4

Telephone: 450-651-8771
Internet: www.jccbi.ca

Reading Room

In accordance with the Access to Information Act, an area on the premises of each of the following institutions has been designated as a public reading room. The addresses are:

The Federal Bridge Corporation Limited
55 Metcalfe Street, Suite 1210
Ottawa, Ontario

The Seaway International Bridge Corporation, Ltd.
Administration Building
Cornwall Island
Cornwall, Ontario

The Jacques Cartier and Champlain
Bridges Incorporated
West Tower
1111 St. Charles Street West, Suite 600
Longueuil, Quebec

Financial Consumer Agency of Canada

Chapter 68

General Information

Background

The Financial Consumer Agency of Canada (FCAC) was established under the Financial Consumer Agency of Canada Act, on October 24, 2001 as an agency responsible for strengthening the oversight of consumer protection measures in the federally regulated financial sector and for expanding consumer education activities. The federally regulated Canadian financial services sector includes all banks and all federally incorporated or registered insurance, trust and loan companies and co-operative credit associations.

Responsibilities

The FCAC is responsible for: supervising financial institutions to determine whether they are in compliance with the consumer provisions applicable to them; promoting the adoption by financial institutions of policies and procedures to implement consumer provisions applicable to them; monitoring the implementation of financial institutions' publicly available voluntary codes of conduct that are designed to protect the interests of their customers, and to monitor any public commitments made by financial institutions to protect the interests of their customers; promoting consumer awareness about the obligations of financial institutions under consumer provisions applicable to them; and fostering an understanding of financial services and issues relating to financial services, in co-operation with any department, agency or agency corporation of the Government of Canada or of a province, financial institutions and consumer and other organizations.

Legislation

- Bank Act
- Co-operative Credit Associations Act
- Financial Consumer Agency of Canada Act
- Insurance Companies Act
- Trust and Loan Companies Act

Organization

Executive Services

The Agency is headed by the Commissioner who has the rank and powers of a deputy head of a department. He is responsible for exercising the powers, duties and functions assigned to him under the Act and is assisted by a Deputy Commissioner.

Legal Services

This Branch is responsible for providing or obtaining legal advice and services pertaining the interpretation of statutes, regulations, and other legal instruments. It is also responsible for providing advice on policy development and preparing legal documents.

Administrative Services

This Branch is responsible for providing the administrative services required by the Agency including, human resources and financial services (contracted out to OSFI), access to information and privacy, materiel management, facilities management, records management, informatics (contracted out to PWGSC – GTIS), security, occupational health and safety, and mail and messenger services.

Compliance

This Branch oversees compliance by Federally Regulated Financial Institutions (FRFI's) with the consumer provisions of the legislation applicable to them and monitors adherence with FRFI's Codes of Conduct and Public Commitments that protect the interests of consumers.

Consumer Education and Public Affairs

This Branch is responsible for promoting consumer awareness about obligations of financial institutions under the consumer provisions applicable to them and for fostering, in cooperation with other stakeholders (federal/provincial/territorial government departments or agencies, financial institutions, consumer and other organizations) an understanding of financial services and issues relating to financial services. The Branch is also responsible for responding to the financial consumer general service complaints and

enquiries service, managing the correspondence unit and for the Web site design and management.

Information Holdings

Program Records

Compliance
Description: Information on the Agency's relations with the Federally Regulated Financial Institutions (FRFI's) concerning compliance with the consumer provisions contained in their respective legislation and in the FCAC Act.
Topics: Monitoring and compliance general correspondence; research and analysis; complaint information; investigations and examinations; reports and statistics; mystery shopping; financial institution public accountability statements; financial institution annual reports; financial institution complaint procedures; voluntary codes of conduct; financial institution public commitments; branch closures; industry and consumer associations; relations with other countries.
Access: Files are arranged by subject and where feasible broken down by institution or organization name.
Format: Paper and EDP systems
Program Record Number: FCAC CIR 5000

Public Affairs and Consumer Education
Description: Information on the consumer education program, the outreach program, the financial consumer general service complaints and enquiries service, the correspondence unit and the Web-site design and management.
Topics: Design and development of education programs and publications for financial consumers, media relations, call centre, special events such as outreach programs and conferences, surveys and statistics, co-operation and liaison with other federal departments, associations and agencies.
Access: Files are arranged by subject.
Format: Paper and EDP systems
Program Record Number: FCAC PACE 6000

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration and Management Services

Audits

Automated Document, Records, Information Management Systems

Budgets

Buildings and Properties

Business Continuity Plans (BCP)

Classification of Positions

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Information Technology Services

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Physical Security

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Particular Personal Information Banks

Complaints (possible contraventions)
Description: This bank contains complaints reported by individuals concerning possible contraventions of the consumer provisions related to Federally Regulated Financial Institutions (FRFI's); it includes the name, address, telephone numbers (home and/or work), fax number and e-mail address (as applicable); the nature of the complaint; information related to the investigation and processing of the complaint and replies to the complainant. This information is maintained in our automated Case Management System (WebCims) and may be maintained in paper files.
Class of Individuals: Individuals submitting

complaints to the FCAC.
Purpose: The information is used to determine possible contraventions to the consumer provisions contained in the applicable FRFI legislation.
Consistent Uses: Information contained in this bank is used to investigate complaints and to determine whether a FRFI was in contravention of the consumer provisions contained in its applicable legislation and, where necessary, to provide evidence for a decision that is appealed to the Federal Court. The information is also used to track and monitor cases, produce statistical reports and trend analysis.
Retention and Disposal Standards: Simple case files (i.e. those that are withdrawn or those that are determined not to be contraventions of consumer provisions) are retained for five years then destroyed. Cases that are deemed to be possible contraventions are retained for 10 years. The information in the Case Management System is retained for 10 years after the last action. Disposal authority has not been given to the Agency yet.
RDA Number: TBD
Related PR#: FCAC CIR 5000
TBS Registration: 005297
Bank Number: FCAC PPU 010

General Complaints

Enquiries/Correspondence
Description: This bank contains general complaints, enquiries or requests received from individuals; it includes the name, address, telephone numbers (home and/or work), fax number and e-mail address (as applicable); information related to the processing of requests or enquiries and replies to their enquiries or requests. This information may be maintained in paper files and in our automated Case Management System (WebCims).
Class of Individuals: Individuals submitting complaints, enquiries or requests.
Purpose: The information is used to prepare replies concerning general enquiries and requests for such things as the role of the FCAC, requests for publications and financial services information.
Consistent Uses: The information contained in this bank is used to document general enquiries and requests and replies. The information is also used to track and monitor requests and enquiries, produce statistical reports and trend analysis.
Retention and Disposal Standards: These records are retained for five years and then destroyed. The information in the Case Management System is retained for 10 years after the last action.
RDA Number: TBD
Related PR#: FCAC PACE 6000
TBS Registration: 005299
Bank Number: FCAC PPU 015

Contact Database
Description: This bank contains information related to FCAC contacts and subscribers to publications. The bank contains names, addresses, date of subscription, and if applicable, titles, name of the organization, telephone and fax numbers and e-mail addresses.
Class of Individuals: Individuals who have requested a subscription to our publications and FCAC contacts in financial Institutions, other government organizations, consumer groups and other stakeholders.
Purpose: The information is used to maintain mailing lists for the distribution of our publications and contact information.
Consistent Uses: The information is used to produce mailing lists and labels for our publications and for distributing correspondence to our contacts in financial institution consultations.
Retention and Disposal Standards: These records are retained until superceded.
RDA Number: TBD
Related PR#: FCAC PACE 6000
TBS Registration: 005298
Bank Number: FCAC PPU 020

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records, Information Management Systems

Business Continuity Planning (BCP)

Electronic Network Monitoring Logs

Executive Correspondence Management Systems

Hospitality

Personnel Security Screening

Relocation

Security Video Surveillance & Temporary Visitor Access Control Logs & Building Passes

Travel

Classes of Personal Information

Other Personal Information Holdings

Some personal information may be gathered by the FCAC while conducting investigations and examinations. Such information is stored as part of the investigation or examination file where the records are not retrieved by the name of the individual or other personal identifier. The retention periods for these classes of personal information are controlled by the retention period of the subject files in which they are stored.

Manuals

- Compliance Framework

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Financial Consumer Agency of Canada (FCAC) may be obtained by contacting:

Financial Consumer Agency of Canada
Enterprise Building
427 Laurier Avenue West, 6th Floor
Ottawa, Ontario K1R 1B9

General Enquiries

Telephone – outside Canada: 613-996-5454
Toll-free Telephone (English) within Canada: 1-866-461-FCAC (3222)
Facsimile: 613-941-1436
Toll-free Facsimile within Canada: 1-866-814-2224
E-mail: info@fcac-acfc.gc.ca
Publications: pub@fcac-acfc.gc.ca
Internet: www.fcac-acfc.gc.ca

Access to Information inquiries should be directed to:

Access to Information and Privacy Coordinator
Financial Consumer Agency of Canada
Enterprise Building
427 Laurier Avenue West, 6th Floor
Ottawa, Ontario K1R 1B9

Telephone: 613-941-1425

Reading Room

In accordance with the Access to Information Act, the FCAC has a designated public reading room located at:

Enterprise Building
27 Laurier Avenue West, 6th Floor
Ottawa, Ontario

Financial Transactions and Reports Analysis Centre of Canada

Chapter 69

General Information

Background

The Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) was established by the Proceeds of Crime (Money Laundering) Act (PCMLA), Chapter 17, Statutes of Canada 2000. The PCMLA was proclaimed on July 5, 2000. The PCMLA was amended by the Anti-Terrorism Act, Chapter 41, Statutes of Canada 2001, proclaimed on December 24, 2001. The amendments allowed for the extension of the mandate of FINTRAC to cover matters involving the detection and deterrence of the financing of terrorist activity and matters relating to the security of Canada. The amendments also changed the name of the Act to the Proceeds of Crime (Money Laundering) and Terrorist Financing Act (PCMLTFA).

The key objectives of the Act are: To implement specific measures to detect and deter money laundering and terrorist financing and to facilitate the investigation and prosecution of money laundering and terrorist financing offences; To fight organized crime by organized crime by providing lthose responsible for the application of the law with the information they need to deprive criminals of the proceeds of their criminal activities while ensuring the appropriate safeguards are in place to protect personal privacy; To assist Canada in fulfilling its international commitments in the fight against transnational organized crime and terrorist activity.

Responsibilities

FINTRAC's legislative mandate is to: collect, analyse, assess and, where appropriate, disclose information relevant to the investigation and prosecution of money laundering and terrorist financing offences; act at arm's length from law enforcement agencies and other entities (i.e. police, Canada Revenue Agency (CRA), Canada Border Services Agency (CBSA), Canadian Security Intelligence Service (CSIS) and Citizenship and Immigration Canada (CIC)) to which it is authorised to disclose information; ensure that personal information under its control is protected from unauthorised disclosure; enhance public awareness and understanding of matters related to money laundering and terrorist financing; and ensure compliance with the record keeping and reporting obligations.

In operationalizing the legislative mandate, FINTRAC has adopted the following principles. FINTRAC: Strives to become a centre of expertise in the analysis of financial and other data to identify suspicious transactions associated with money laundering and terrorist financing activities, and to enhance awareness and understanding of matters related to money laundering and terrorist financing; Safeguards the personal privacy of individuals and protect their records from unauthorized disclosure; Operates at arms length from law enforcement agencies; Develops relationships with domestic and international entities to obtain and exchange data, information, and knowledge.

Legislation

- Proceeds of Crime (Money Laundering) and Terrorist Financing Act, Chapter 17, Statutes of Canada 2000, Chapters 12, 27, 32 and 41, Statutes of Canada 2001.

Organization

FINTRAC is headed by a Director appointed by Governor in Council who has all the powers of a deputy head of a department, as well as those of a separate employer. FINTRAC is comprised of three functional areas – Operations, Strategies and Partnerships and Information Technology – each headed by a Deputy Director. The following provides an overview of the responsibilities and activities of each of the four areas.

Operations

Operations is responsible for the analysis of the data reported to FINTRAC by reporting entities pursuant to the Act and Regulations.
This work includes analysis to determine whether transactions provide reasonable grounds to suspect that the transaction is related to the commission of money laundering or terrorist financing offences, assess general trends and patterns of activity, and prepare recommendations

for disclosures to law enforcement and other appropriate agencies.

Operations is also responsible for Compliance that ensures that reporting entities meet the requirements of the PCMLTFA. The Compliance Section works closely with reporting entities to support their efforts to implement a compliance regime to assist them in meeting their obligations under the Act and Regulations. As stated earlier, failure to report prescribed or suspicious financial transactions can result in significant fines or jail terms.

Strategies and Parnerships

The Strategies and Partnership area is comprised of six main sections.

Government Relationships: International Relationships deals with establishing and maintaining international networks and multi-lateral relationships.

Domestic Relationships is responsible for FINTRAC's relationships with domestic partners and stakeholders. Domestic partners include law enforcement agencies, intelligence agencies and those government departments that are part of the National Initiative to Combat Money Laundering: the Department of Finance, the Canadian Customs and Revenue Agency (CCRA), Citizenship and Immigration Canada (CIC), the Canadian Security and Intelligence Service (CSIS) and the Royal Canadian Mounted Police (RCMP). Domestic Relationships is also responsible for FINTRAC's relationships with reporting entities and other stakeholder groups.

Through Communications, FINTRAC uses a strategic communications approach to inform and educate its stakeholders and the general public on FINTRAC's activities in combating money laundering and terrorist financing in Canada and abroad. FINTRAC has a web site to disseminate information to reporting entities and other stakeholder groups, and create outreach products and training tools to assist in liaison and compliance activities.

The Financial, Administrative and Stategic Planning branch of Strategies and Partnerships advises FINTRAC's managers on all financial and administrative aspects of strategic and operational planning and priorities. It is also responsible for coordinating and delivering all required reporting to Parliament.

Security is responsible for designing, managing and monitoring policies and procedures to protect FINTRAC's premises, information systems and provide secure access to employees and other authorised persons.

Human Resources ensures that appropriate HR systems, policies and procedures are in place to promote FINTRAC as an employer of choice, to respect employee rights, and to foster organizational wellness.

Information Technology

The Information Technology area is charged with developing and applying information management and information technology methodologies that will support and advance FINTRAC's objectives. This area designs and implement procedures and controls to ensure and protect the safety and security of all information, while also ensuring the secure transmission of data between reporting entities and FINTRAC. It is also responsible for designing, maintaining and implementing the Corporate database management systems and building and managing custom applications to meet internal and external end user requirements.

The Senior Advisor, Access to Information and Privacy Acts (ATIP) and Library works in close collaboration with the Information Management branch of the Information Technology Sector.

Information Holdings

Program Records

Financial Intelligence Analysis
Description: Information relating to the analysis of the transaction reports received from reporting entities, in both paper and electronic form, as required by Parts 1and 2 of the Proceeds of Crime (Money Laundering) and Terrorist Financing Act (PCMLTFA). Reporting entities include the following institutions and individuals such as financial entities (including banks, credit unions, caisses populaires, trust and loan companies and agents of the Crown that accept deposits liabilities); life insurance companies, brokers or agents; securities dealers, portfolio managers and investment counsellors who are provincially authorized; persons engaged in the business of foreign exchange dealing; money services businesses; accountants and/or accounting firms (when carrying out certain activities on behalf of their clients); real estate brokers or

sales representatives (when carrying out certain activities on behalf of their clients); casinos; and individuals or entities when importing or exporting large amounts of currency or monetary instruments into or out of Canada. The kind of reports that are received includes suspicious transaction reports (STRs), large cash (over $10,000) transaction reports (LCTRs), cross-border currency (over $10,000) reports (CBCRs), international electronic funds (over $10,000) transfers (EFTs), receipt of voluntary information from law enforcement agencies, the public and foreign financial intelligence units with whom the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) has signed an Memorandum of Understanding (MOU). Part 3 of the PCMLTFA also permits FINTRAC to collect information relevant to money laundering activities or the financing of terrorist activities that is publicly available, including commercially available databases, or that is stored in databases maintained by the federal, provincial or territorial governments for purposes of law enforcement. Agreements and MOUs must be entered into with such governments before FINTRAC can receive this information. Also, FINTRAC has signed information exchange agreements with foreign financial intelligence units (FIUs) worldwide, enabling it to provide financial intelligence to its counterparts and to receive similar information.

Topics: These reports along with information available from the databases referred to above are received in electronic form and become part of the Financial Intelligence Analysis database. FINTRAC's analysts then analyze the database to extract financial intelligence that would be relevant to the investigation or prosecution of money laundering offences, terrorist activity financing offences and threats to the security of Canada. When FINTRAC is satisfied that there are reasonable grounds to suspect that information would be relevant to an investigation or prosecution of one of the offences listed earlier, it discloses this financial intelligence to the RCMP, provincial and municipal police agencies, CSIS, CBSA and CIC.

Format: Computerized database and paper case files.

Program Record Number: FINTRAC FIA 010

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Budgets

Buildings

Buildings and Properties

Business Continuity Planning

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Information Technology Services

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Physical Security

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Utilities

Particular Personal Information Banks

Financial Intelligence Analysis Database

Description: This database contains reports about financial transactions that the Proceeds of Crime (Money Laundering) and Terrorist Financing Act (PCMLTFA) requires institutions carrying out financial transactions to send to FINTRAC. These reports include: banking transactions involving amounts of $10,000 or more; international electronic funds transfers involving amounts of $10,000 or more; copies of terrorist property reports sent to the RCMP or CSIS; import or export of currency or monetary instruments of $10,000 or more in value, sent to FINTRAC by the Canada Border Services Agency (CBSA); financial transactions for which there are reasonable grounds to suspect are related to the commission of a money laundering offence, a terrorist activity financing offence or threats to the security of Canada, regardless of the value of the transactions, and voluntary information about suspicions of money laundering or of the financing of terrorist activities regardless of the value of the activities. The personal information that is recorded on a transaction report includes information about the individual who carried out the transaction (client) and, where applicable, information about the person or entity on whose behalf the transaction (beneficiary) was carried out. The following personal information must be provided about the client: name, client number (if available), full address, country of residence, citizenship, home telephone number, what was used to identify the client (identifier) such as a provincial or terrirtorial health card, a driver's licence, etc. and the number on the identifier, date of birth, occupation, employer's name, address and telephone number. If the transaction is being carried out on behalf of beneficiary that is an entity, information about the beneficiary must also be provided to FINTRAC. In respect of abeneficiary that is an entity, this includes the name of the business, corporation or other entity, the type of business, full business or corporate address, telephone number, incorporation number, person(s) authorized to conduct transactions through the beneficiary's account. if the beneficiary is a person, the same information about the individual must be provided as was provided for the client, except the date of birth is not required.

Class of Individuals: Individuals are those involved in financial transactions that the PCMLTFA requires to be reported to FINTRAC. This can include the employees, clients and beneficiaries of the following institutions: financial entities (such as banks, credit unions, caisses populaires, trust and loan companies and agents of the Crown that accept deposit liabilities); life insurance companies, brokers and agents; securities dealers, including portfolio managers and investment counsellors; persons engaged in the business of foreign exchange dealing; money services businesses (including Canada Post for money orders); accountants (when carrying out certain activities on behalf of their clients); real estate brokers or sales representatives (when carrying out certain activities on behalf of their clients); and certain casinos.

Purpose: The data that is collected and maintained by FINTRAC is analyzed (through the use of specially-designed technological tools) for unusual patterns of transactions. The information analyzed includes the financial information the Centre receives from reporting entities and the Canada Border Services Agency (CBSA), information provided by federal, providncial, territorial and municipal police and other domestic and international government organizations, as well as information available from public or commercially-available databases.

Consistent Uses: FINTRAC must disclose designated information to the appropriate police force, whether federal, provincial, territorial or municipal, when it has reasonable grounds to suspect that the information would be relevant to the investigation or prosecution of a money laundering offence, a terrorist activity financing offence or threats to the security of Canada. The following information, which is referred to as "designated information" in the PCMLTFA, is disclosed: information that identifies the person(s) involved in the transaction(s), where and when the transaction(s) took place, and certain other details about the transaction(s).

Retention and Disposal Standards: The PCMLTFA sets out the retention and disposal periods for the information contained in the reports sent to FINTRAC by reporting entities. The reports and the information in them must be destroyed five years after the date the report and the information were received by FINTRAC. This includes the original reports as well as the information contained in the reports that has been entered into the FIA database. If the information contained in the report is included in a disclosure,

that report and information must be destroyed eight years after the date the report was received by FINTRAC.
RDA Number: 2001/003
Related PR#: FINTRAC FIA 010
TBS Registration: 006293
Bank Number: FINTRAC PPU 020

Applications for Employment
Description: The records related to this bank contain information on individuals who have submitted applications for employment and related correspondence. The records may contain letters, completed application forms, résumés, letters of reference and letters from the Centre acknowledging receipt of applications. The types of personal information collected include: applicant's name, mailing address, telephone number, e-mail address, employment status and history, marital status, age, sex, country of birth, citizenship, social insurance number, educational background and letters of recommendation.
Class of Individuals: Individuals seeking employment with FINTRAC.
Purpose: To maintain an inventory of potential candidates that may considered for use in a staffing purpose when vacancies arise within the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC).
Consistent Uses: Relevant information may be transferred to an employee personnel record if the individual is offered and accepts employment. This information may also be used for planning and evaluation purposes.
Retention and Disposal Standards: Individual applications for employment that are not considered during a staffing process are retained for six months after receipt of the application and then destroyed. Applications considered during a staffing process are retained for 2 years following the expiry of the staffing process or eligibility list or after the last administrative use and then destroyed.
RDA Number: 99/004
Related PR#: FINTRAC PRN 920
TBS Registraton: 006292
Bank Number: FTRAC PPU 015

Personal/Professional Services Contracts
Description: The purpose of this bank is to keep records of all personal and professional service contracts entered into by FINTRAC. It contains information such as requests for services, Requests for Proposals (RFPs), RFP evaluations, original contractual documents, invoices and records of payment for individual and professional services. The personal information contained in the records includes name, mailing address, phone number, e-mail, work history, references, eductional backgrounds, hobbies and interests.
Class of Individuals: Information relates to individuals from the private sector under contract for services to FINTRAC.
Purpose: The information is used for selection and management of contracts, to administer the contracts, to validate srvices received through the contract, payment for services rendered and to maintain information on all service contracts entered into by FINTRAC.
Consistent Uses: Relevant information may be transferred to an employee personnel record if the individual is offered and accepts employment. This information may also be used for planning and evaluation purposes.
Retention and Disposal Standards: Individual contracts are retained for two years after completion of the contract and then destroyed.
RDA Number: 99/004
Related PR#: FTRAC PRN 912
TBS Registration: 006291
Bank Number: FTRAC PPU 010

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Business Continuity Planning

Electronic Network Monitoring Logs

Hospitality

Personnel Security Screening

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Building

Travel

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information on the Financial Transactions Reports and Analysis Centre of Canada should be directed to:

Communications
FINTRAC
Ottawa, Ontario K1P 1H7

Telephone: 1-866-346-8722
Internet: www.fintrac.gc.ca

Reading Room

Contact FINTRAC ATIP Coordinator
Joanna Leslie

613-943-1347
lesliej@fintrac.gc.ca

First Nations Tax Commission

Chapter 70

General Information

Background

In 1988, amendments to the Indian Act extended the taxing powers of First Nations to their interests in conditionally surrendered or "designated" lands. This First Nation-led change to the Indian Act gave First Nations broad new powers to tax the interests within the reserve, thereby establishing their jurisdiction, creating economic development opportunities and providing a basic tool for self-government. The Indian Taxation Advisory Board (ITAB) was established in 1989 to complement the amendments to the Indian Act and to facilitate the approval of First Nation taxation bylaws. As such, ITAB became the first independent, Aboriginal-controlled institution involved in the exercise of the Minister of Indian Affairs and Northern Development (DIAND) decision-making authority under the Indian Act.

The First Nations Tax Commission (FNTC) is a natural evolution of ITAB. The FNTC has been established by federal legislation, the First Nations Fiscal and Statistical Management Act (FSMA). This act, which was passed on March 23, 3005, creates three other institutions: the First Nations Financial Management Board (FMB), the First Nations Finance Authority (FNFA), and the First Nations Statistical Institute (FNSI).

The FSMA changes ITAB from an advisory body answering to the Minister into a statute-based service agency for First Nations exercising the approval of local revenue laws. The FNTC will represent the collective interests of First Nations and taxpayers and will promote economic development by enhancing the administrative efficiency and fairness of the First Nation property tax system. Its chief aims are to protect First Nation taxation jurisdiction, safeguard taxpayer interests and increase the value of real property tax on-reserve. It will also ensure the effective administration of the tax system while protecting its integrity by reconciling the interests of First Nation tax authorities, and taxpayers, thus creating benefits to all.

Responsibilities

The First Nations Tax Commission's goal is to protect the integrity of the First Nation property tax system, thereby increasing its value to First Nations and taxpayers. It will do so by ensuring administrative efficiency, regulating rates, preventing disputes, and seeking reconciliation between taxpayers and First Nation tax authorities. Through a process of communications and consultations with its stakeholders, the FNTC will strive to better understand individual interests, and create policies which balance and reconcile those interests.

Further, the FNTC will create an appropriate regulatory framework which will be flexible in nature, will ensure administrative and regulatory harmony and stability. Ultimately, the FNTC will demonstrate to both on-reserve taxpayers and potential investors that First Nation tax regimes are effective and fair.

Legislation

- First Nations Fiscal and Statistical Management Act

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Department and its various programs and functions may be directed to:

Access to Information and Privacy Coordinator
90 Elgin Street, Second Floor
Ottawa, Ontario K1A 0H4

Telephone: 613-954-6201
Facsimile: 613-954-2073
Email: mail@fntc.ca

Reading Room

In accordance with the Access to Information Act, the First Nations Tax Commission has designated a reading room located at:

90 Elgin Street, Second Floor
Ottawa, Ontario K1A 0H4

Fisheries and Oceans Canada

Chapter 71

The annual update for this institution was not received for inclusion in the 2006-2007 version of this Info Source publication. The following is from the 2005-2006 version of Info Source.

General Information

Background

The Constitution Act, 1867 gives Parliament jurisdiction over "Sea Coast and Inland Fisheries." The Fisheries Act, 1868 was enacted in accordance with this responsibility. The Department of Fisheries and Oceans Act, 1978-79 established the Department and provides jurisdiction over sea coast and inland fisheries, fishing and recreational harbours, hydrography and marine sciences and the coordination of policies and programs of the Government of Canada respecting oceans. The Canadian Coast Guard, formerly a part of Transport Canada, merged with DFO on April 1, 1995. On December 12, 2003, the CCG policy functions related to pleasure craft, marine navigation services, pollution prevention and response, and navigable waters were transferred to Transport Canada. Effective April 1, 2005, the CCG became a special operating agency within the Department of Fisheries and Oceans. This status allows the CCG, as a national institution, to focus on the provision of its services in support of the government fulfilling its maritime mandate. The Constitution Act, 1982, the Canada Shipping Act, the Arctic Waters Pollution Prevention Act, the Navigable Waters Protection Act, the Department of Transport Act and the National Transportation Act are the principal Acts governing marine transportation activities. The Fisheries Act is the primary piece of legislation for managing fisheries and the Oceans Act lays out the foundation for the department's oceans agenda.

Responsibilities

While other government departments contribute to the management of Canada's water-based activities, the primary focus of Fisheries and Oceans is on water and the resources it contains. It has responsibility for all matters respecting oceans not by law assigned to any other department. The scope of this responsibility and the extent to which it is exercised by the federal government have been determined by judicial interpretation, agreements with provinces and the evolution of public policy.

Specific responsibilities include:
Provision of programs for the provision of water transportation system and services interests contributing to safe, efficient and economical conduct of marine activities, protection of the marine environment in Canadian waters and, where appropriate, undertaking development, operation and maintenance of specific elements of the marine transportation system.

Scientific research respecting stock assessment and resource conservation requirements, aquaculture regulation and development, primary production, physical oceanography and limnology (studies in freshwater), hydrographic surveying and charting, environmental issues and the behaviour and effects of marine contaminations, and administration of various Federal acts, regulations and policies designed to conserve and protect the aquatic habitat. Assessment and rececovery planning for species at risk and application of an ecosystem approach and integrated management of activities in the oceans.

Legislation

- Aboriginal Communal Fishing Licences Regulations
- Alberta Fishery Regulations
- Arctic Waters Pollution Prevention Act
- Atlantic Fisheries Restructuring Act
- Atlantic Fishery Regulations, 1985
- Bait Services Fee Order
- British Columbia Sport Fishing Regulations
- Canada Shipping Act
- Coastal Fisheries Protection Act
- Coastal Fisheries Protection Regulations
- Department of Fisheries and Oceans Act
- Fish Health Protection Regulations

- Fish Toxicant Regulations
- Fisheries Act
- Fisheries Development Act
- Fisheries Improvement Loans Act
- Fisheries Improvement Loans Regulations
- Fishery (General) Regulations
- Fishing and Recreational Harbours Act
- Fishing and Recreational Harbours Regulations
- Fishing Vessel Insurance Regulations
- Fishing Zones of Canada (Zone 6) Order
- Fishing Zones of Canada (Zones 1, 2 and 3) Order
- Fishing Zones of Canada (Zones 4 and 5) Order
- Foreign Vessel Fishing Regulations
- Freshwater Fish Marketing Act
- Great Lakes Fisheries Convention Act
- Kenney Dam and Skins Lake Spillway Orders and Regulations
- Management of Contaminated Fisheries Regulations
- Manitoba Fishery Regulations, 1987
- Marine Mammal Regulations
- Maritime Provinces Fishery Regulations
- Metal Mining Effluent Regulations
- Nautical Charts and Related Publications Fees Order
- Newfoundland Fishery Regulations
- Northwest Territories Fishery Regulations
- Ocean Data and Services Fees Order – SI/86-133
- Oceans Act
- Ontario Fishery Regulations, 1989
- Pacific Fishery Management Area Regulations
- Pacific Fishery Regulations
- Quebec Fishery Regulations
- Saskatchewan Fishery Regulations
- Species at Risk Act
- Territorial Sea Geographical Coordinates Order
- Yukon Territory Fishery Regulations

Organization

There are five major activities under the departmental mandate which are administered by Assistant Deputy Ministers (ADMs) who are responsible for broad policy formulation, strategic and operational planning, resourcing, scientific and technical services and functional guidance. to the Regional Directors General who provide for Program delivery.

Deputy Minister

In accordance with Section 3 of the Department of Fisheries and Oceans Act, the Deputy Minister of Fisheries and Oceans is the deputy head of the Department. The Office of the Deputy Minister develops, coordinates and implements the Departmental Program consistent with the powers, duties and functions outlined in Section 4 of the Act and provides administrative support to Crown Corporations for which the Minister has responsibility. Program objectives are carried out by one Associate Deputy Minister (Associate DM) and five Assistant Deputy Ministers (ADMs) located at headquarters in Ottawa, Ontario and six Regional Directors General (RDGs) located across the country. In addition to the Associate DM, ADMs and RDGs, the Director General – Communications, the Director General – Executive Secretariat and General Counsel also report directly to the Deputy Minister.

Executive Secretariat provides support to the Offices of the Minister, the Deputy Minister and the Associate Deputy Minister. The Executive Secretariat is responsible for: Cabinet and Parliamentary Affairs including the provision of advice and briefings on policy issues, coordination of Question Period briefing materials; liaison with the Minister's office; management of Ministerial and Departmental correspondence and related processes; Access to Information and Privacy; and associated administrative functions.

The Communications Branch houses the department's expertise for providing a broad range of internal and external communications advice, strategies, products and services.

General Counsel – Department of Justice legal services attached to DFO provide legal counsel on all matters touching the operation and administration of the Department.

Associate Deputy Minister

The Associate Deputy Minister supports the Deputy Minister in managing all aspects of departmental business. In this context, the Associate DM's duties include leadership of various specific initiatives, and a special focus on priority areas, as requested by the Deputy Minister. These specific duties include a focus on: capital planning processes, which the Associate DM helps oversee as chair of the department's Investment Management Board; legal risk management, in the Associate DM's capacity as chair of the department's Litigation Committee; aquaculture, which the Associate DM helps oversee as chair of the Departmental Management Committee Subcommittee on Aquaculture; and human resources modernization initiatives, which have in the past included oversight and management of a departmental mentoring program, competency-based learning and development strategy, and workplace health and wellness initiative.

The Associate DM also has direct responsibility for two key areas of the department. First, the Associate DM oversees the Audit and Evaluation Directorate, which carries out the functions of evaluation and internal audit across the department, and serves as a focal point for audits conducted by the Auditor General. Second, the Office of Early Conflict Resolution reports directly to the Associate DM. This office provides departmental employees with a non-adversarial mechanism to address any concerns they may have about conflicts or potential conflicts in the workplace. The Office of Early Conflict Resolution also provides the department's Disclosure function, as set out in the Treasury Board's Policy on the Internal Disclosure of Information Concerning Wrongdoing in the Workplace.

Human Resources and Corporate Services

The ADM, Human Resources and Corporate Services is responsible for providing human resource management, advice and services for human resource planning, HR Strategies and Programs, organization and classification, recruitment and staffing, executive resourcing, labour relations, compensation, learning and recognition, employment equity, official languages, employee assistance program, career counselling, and HR management systems. The ADM, Human Resources and Corporate Services provides executive direction, coordination and corporate administrative services in support of Program objectives. The Sector is also responsible for:

Coast Guard College – prepares Officer Cadets for a career in the Coast Guard, provides training in search and rescue, Marine Communications and Traffic Services, marine engineering, navigation, shipboard management and provides residential facility for conferences and meetings in the Maritimes.

Finance and Administration -provides advice and services in areas of resource management, financial planning, accounting and reporting, policy and systems, contracting and procurement, asset management (not including Small Craft Harbours) and administration and security.

Information Management and Technology Services -provides advice and services in the areas of application development, information and data management (including libraries), computer processing and telecommunications.

The Real Property, Safety and Security (RPSS) Branch provides advice and services in the areas of Real Property management, Divestiture, Environmental Coordination and Safety & Security in accordance with a comprehensive framework designed to manage and improve departmental performance in compliance with applicable federal statutes, policies and regulations.

Environmental Coordination Office – implementation of an environmental management framework designed to manage and improve departmental environmental performance in compliance with federal statutes and regulations.

Small Craft Harbours – administration and maintenance of a national system of harbours to provide fishers with safe and accessible facilities ranging from small isolated wharves to large, full service facilities. Small Craft Harbours (SCH) is also responsible for the Harbour Authority (HA) Program, which encourages and supports the formation of non-profit corporations (i.e., harbour authorities) to assume the day-to-day management and operation of fishing harbours. SCH is responsible for the Recreational Harbour Divestiture Program, which oversees the transfer of recreational harbours to local communities or other interests. Small Craft Harbours is responsible for the rationalization of its fishing harbours, keeping only those active harbours that meet present and future industry needs.

Newfoundland Bait Program (NBP) – unique to Newfoundland, this program exists to provide a bait purchase and sale function from as many as 25 locations across the Province. Legal authority for this program exists within the Terms of Union between Newfoundland and Canada. At present, facility ownership rests with Fisheries and Oceans Canada while day-to-day service delivery is provided by a private sector contractor.

Strategic Management – leads and facilitates change management initiatives and provides advisory support services internally to the department for the identification, analysis and resolution of strategic issues related to department-wide administration, management and governance matters. Strategic Management also coordinates Employment Equity and Official Languages reporting, performance measurement and business planning for the sector. The Office of Modern Comptrollership leads, coordinates and facilitates DFO's response to broader government-wide initiatives.

Fisheries and Aquaculture Management

The ADM, Fisheries and Aquaculture Management is responsible for:

Aboriginal Policy and Governance – develops Aboriginal fisheries policies, administers the Aboriginal Fisheries Strategy, the Marshall response initiative, the Aboriginal Aquatic Resources and Oceans Management Program and negotiates provisions of land claims related to DFO's mandate.

Coordination of the annual seal hunt.

Atlantic Fisheries and Pacific Region Licensing Appeal Boards – hear appeals from fishermen dissatisfied with departmental licensing decisions and consider general problems on licensing policy.

Conservation and Protection – ensures compliance with legislation, policies and programs in support of conservation and sustainable fisheries resources through educational and enforcement programs in both tidal and non-tidal waters except in Ontario, Quebec and the Prairie Provinces. Fishery management plans, policies, programs and regulations ensure sustainability of stocks and fair distribution of harvestable surpluses.

Fisheries Policy Development –The Atlantic Fisheries Policy Review (AFPR) has been established to develop a consistent and cohesive policy framework for the management of Canada's East Coast fish stocks. The work of the AFPR is being done in two phases: Phase I delivers a long-term policy framework and has been completed. Phase II establishes priorities and begins to operationalize elements from the policy framework developed in Phase I. Work also has been undertaken to establish a national fisheries policy framework.

International Affairs – the role is to direct the conduct of international relations to advance Canada's fisheries conservation interests and work to assert Canadian interests with respect to internationally managed fish stocks. This includes the negotiation and administration of international treaties and agreements affecting conservation, allocations, the conduct of bilateral and multilateral fisheries relations with other countries, the settlement of issues related to maritime boundary disputes as well as the formulation and presentation of international fisheries conservation and allocation advice to the Minister.

Licensing – provides a means for regulating participation in and access to the fishery to ensure that the harvest remains within conservation limits and promotes economic viability.

Responsible Fishing Programs – contributes to resource conservation of fish stocks through the development and industry use of selective fishing practices.

The Freshwater Fish Marketing Corporation – advice and analysis of issues relating to the operations and mandate of this Crown Corporation are provided to the Minister on an ongoing basis. The Department coordinates on an annual basis the development and approval by Treasury Board and the Department of Finance of the corporate plan and operating and capital budgets of this Corporation.

Aquaculture Management Directorate (AMD) – AMD provides departmental focus and strategic direction on the aquaculture file. Helps to create an enabling regulatory environment so the industry can succeed sustainably. Pursues stronger collaboration with federal and provincial partners through the Canadian Council of Aquaculture Ministers Aquaculture Task Group and other federal-provincial mechanisms, to bring about an integrated governmental response to the emerging needs and priorities of the aquaculture industry, such as food safety, traceability, business risk management and aquatic animal health. Establishes mechanisms to reach aquaculture stakeholders, listening and acting on their concerns, and contributing to an informed public

dialogue and strengthened public and consumer confidence by providing factual information about aquaculture challenges and opportunities. Participates in key international aquaculture policy and research with a view to sharing Canadian expertise and values, and maintaining Canada's leadership in sustainable development.

Canadian Coast Guard (CCG)

The Commissioner, Canadian Coast Guard, develops and operates the national marine transportation system and is responsible for:

Icebreaking and Arctic Operations – provides, operates and maintains icebreaking ships, facilities and services, manages a program of route information, ice management, vessel escort and harbour breakout, supports other government departments and agencies in safe and efficient movement of marine traffic in ice-infested waters, supports other government marine related activities, including sovereignty in the Canadian Arctic and operates a program to minimize the effect of flooding caused by ice jams on the upper St. Lawrence River.

Marine Navigation Services – provides, operates and maintains a system of short and long range aids to navigation, oversees private aids to navigation systems, provides public safety information services and provides waterways management.

Marine Communications and Traffic Services – provides communications and traffic services for the marine community and for the benefit of the public at large. Ensures safety of life at sea in response to international agreements through the provision of a Distress and Safety radio service, protects the marine environment and enhances the efficient movement of shipping through the provision of traffic management systems in offshore, coastal, riverine and port waters, provides support for business, other government departments and the national interest by the provision of a marine information management system, and provides a public correspondence system to facilitate ship shore radio communications for the private sector and fleet operations.

Integrated Technical Support – As the National Technical Authority for the CCG, ITS is responsible for the design and effective and efficient materiel support of all CCG's physical assets throughout their life. These assets include vessels, aids to navigation and communication, navigation surveillance and information systems which provide service to CCG and DFO programs and external clients. ITS is responsible for the business management of CCG's technical program, the management of acquisition projects, the establishment and maintenance of standards and processes for engineering. Life Cycle Materiel Management, and Integrated Logistics Support.

Rescue and Environmental Response – provides marine search and rescue capability within the Canadian area of responsibility as defined under International Maritime Organization agreements and in Canadian waters of the Great Lakes and St. Lawrence system, promotes safety to the marine public in order to minimize loss of life and injury as well as the loss of property, provides emergency planning and environmental response to clean up pollution from shipping incidents, on a cost recovery basis and carries out a monitoring and oversight role as part of the joint Industry/ Government partnership on spill response.

Fleet – provides the national policy, planning requirements, professional staff support and safety management functions of national fleet management for Canadian Coast Guard ships and aircraft used to support the marine activities of the Department, other government departments and the safety and sovereignty requirements of the citizens of Canada.

Oceans

The ADM, Oceans ensures the development of an integrated departmental approach to the discharge of our oceans and freshwater responsibilities, and is responsible for:

Habitat Management Directorate – design, development, implementation and coordination of policies, plans and programs related to the protection and conservation of aquatic habitats; investigation and monitoring of biological and physical conditions which affect the quality of the aquatic environments; environmental assessments of projects impacting the aquatic environment; compiling information in support of sustained economic utilization of Canada's renewable aquatic resources; and monitoring the management of the quality of the aquatic habitat.

Oceans Directorate – the implementation of Canada's Oceans Strategy and the Oceans Action Plan, and the development and management of Marine Protected Areas, Integrated Management and Marine Environmental Quality programs. The Directorate is also responsible for promoting ocean

stewardship programs and initiatives, supporting the Minister's Advisory Council on Oceans (MACO) and supporting global oceans governance.

Policy

The ADM, Policy is responsible for: Economic and Policy Analysis – provides social and economic analysis, statistical services and policy advice on a wide range of domestic economic and international fisheries and oceans issues, including commercial fishing licence fees and other user charges, fisheries policy renewal, oceans industries, and international trade. Promote Canadian interests through participation in major international economic organizations. Manage, facilitate and coordinate policy and program development on key horizontal issues within DFO and across government. Establish and participate in policy research networks. Facilitate the development and coordination of international policy positions. Coordinate DFO's participation in Team Canada Inc. trade missions and in the National Voluntary Sector Initiative.

Governance – provides a single focus of expertise to support the development of new governance models in areas already identified for change; advises the department on horizontal governance initiatives that affect DFO programs and mandate.

Policy, Coordination and Liaison -leadership in developing legislative and regulatory instruments to support the fishery of the future, and other departmental and government-wide priorities, such as the Smart Regulation initiative for renewed and enhanced performance; Policy and regulatory analysis in support of legislative initiatives led by other sectors, including amendments to regulations in the Oceans Act and the Fisheries Act; Policy leadership on the development and implementation of federal-provincial-territorial agreements, and other mechanisms for intergovernmental cooperation including the Canadian Council of Fisheries and Aquaculture Ministers, the Atlantic Council of Fisheries and Aquaculture Ministers; and the Pacific Council of Fisheries and Aquaculture Ministers; Policy development in the area of freshwater fisheries, aquatic invasive species, aquaculture, oceans, species at risk, recreational fisheries, and professionalization of fish harvesters.

Strategic Priorities and Planning – lead a coordinated approach to developing strategic priorities and cross-cutting policy issues; develop mechanisms and processes to promote inter-sectoral cooperation in the development of policy initiatives (e.g. Shadow/Policy Committees); coordinate the department's strategic planning process; promote an integrated approach to departmental planning and reporting; provide tools and resources in support of strategic planning (e.g. annual environmental scans, quarterly scanning reports); coordinate and provide support to Departmental Management Committee Retreats.

Science

The ADM, Science ensures the highest standard of scientific information for use in developing policies, regulations and legislation regarding oceans and aquatic life and is responsible for: fisheries research – providing information and advice on the status of fish stocks and on conservation objectives, as well as information on marine ecosystem issues and species at risk; environmental and biodiversity science, habitat requirements and quality, and ecosystem effects of human activities in the oceans (including fishing) – researching the impacts of chemical, physical and biological conditions on the aquatic environment (fish and fish habitat) and biodiversity; oceanography – conducting physical and biological oceanographic research, including dynamics and relationships of populations, species, communities, and ecosystems. Ocean processes and climate studies, and providing environmental descriptions, in addition to advice on environment/ecosystem interactions; aquaculture – monitoring wild and cultured stocks of finfish and shellfish for disease, conducting research on biological and sustainable production, fish health, and environmental interactions, and transferring technology to Canada's aquaculture industry; hydrography – The Canadian Hydrographic Service surveys and describes the physical features of Canada's navigable waters; acquires supplementary data from other sources; manages and integrates the data and makes this hydrographic information available in the most suitable form. CHS provides hydrographic information to all marine traffic in Canadian waters to ensure safe and efficient navigation in Canadian waters while increasing knowledge of these waters for the sustainable development of resources. The hydrographic data and products also support sovereignty and national security.

Regional Offices

Regional Directors General are responsible for Program Delivery in meeting the mandate of the

Department under the functional guidance of the Deputy Minister, the SADM and the ADMs. Each Region is described hereunder:

Central and Arctic Region – encompassing Alberta, Saskatchewan, Manitoba, Ontario, the Northwest Territories and Nunavut, it contains about 67% of Canada's freshwater and seven of the 14 largest lakes in the world, emphasizing cleanup and preservation initiatives in the Great Lakes. It accounts for about 60% of Canada's recreational fishing which exceeds the commercial fishery catch. Some 50% of the commercial catch is marketed through the Freshwater Fish Marketing Corporation. In marine transportation it directly supports shipping with nearly 200 icebreaking responses, over 1,800 search and rescue responses and it maintains nearly 7,200 navaids. It provides primary marine pollution response North of 60. Search and rescue services in the Great Lakes are provided to the highest concentration of pleasure craft in the country and the Region supports commercial marine traffic to the North American heartland.

Gulf Region – encompassing the northern and eastern portion of New Brunswick, Prince Edward Island, and a portion of Nova Scotia adjacent to the Gulf of St. Lawrence. The Region is responsible for the management of many groundfish and pelagic species such as cod, herring, tuna, halibut and flounder. Commercially imported invertebrates' species found throughout the Region include lobster, snow crab, and molluscs such as oysters, mussels, clams, and scallops. In addition, several of the southern Gulf tributaries act as important spawning rivers for anadromous species including Atlantic salmon, trout, and alewife. The DFO Regional Office is located in Moncton, N.B., with three area offices which are located in Tracadie-Sheila, N.B., Charlottetown, P.E.I., and Antigonish, N.S. With 12,300 commercial fishers and over 4, 200 vessels involved in the southern Gulf of St. Lawrence fishery, the approximate landings of fish products for 2003 were 147,000 metric tons worth 375 million dollars.

Québec Region – This region encompasses the Province of Quebec and covers over 6,000 kilometres of shoreline. The fisheries sector includes over 4,000 fishers, nearly 1,600 vessels, about 100 fish processing plants and over 200 small craft harbours. A marine science research centre, the Maurice-Lamontagne Institute in Mont-Joli, carries out research in hydrography, oceanography and fisheries and environmental sciences. DFO is responsible for all types of sea fisheries in the region, except anadromous and catadromous fisheries, which are administered by the province. In the area of marine transportation, the Coast Guard plays a strategic role in the support of shipping. The Coast Guard is responsible for the regulation of vessel traffic on the St Lawrence River, navigational aids, icebreaking and flood control. It also carries out marine search and rescue operations, responds to pollutant spills and monitors the state of the Seaway channel. To ensure safe passage, the Coast Guard, Quebec Region also provides commercial shippers with essential information, such as information on the presence of shoals and on ice conditions. It also helps bring supplies to the Canadian Arctic, defends Canadian sovereignty in northern waters and implements the Marine Safety Program. The Coast Guard is responsible for keeping sailors safe and protecting the marine environment. These activities are all closely tied to the St Lawrence River, which cuts across the entire Quebec Region and includes 225 km of dredged channel sprinkled with numerous natural obstacles and subject to tides and currents that can be difficult to predict at times. Although covered by ice from December to April, the 1,600-km long course of the St Lawrence from the Atlantic Ocean to Montreal is navigable year round. Each year, approximately 20,000 ship movements are logged between Sept Îles and Montreal. A large number of pleasure boats and tourist vessels also make their way through the navigable waterways of Quebec. Port activities are also important. Nearly 1,830 navigational aids mark out this territory to show navigators where the safe channel is and where obstacles are located. Each year, the Coast Guard receives 1,200 requests for assistance and responds to over 500 calls related to icebreaking and vessel escorts. The Coast Guard has a multi-role fleet that reflects the diversity of its activities: medium/river icebreakers, navaids tenders, inshore patrol boats, survey vessels, hovercraft, special units for search and rescue, fishery patrols and scientific research, and helicopters.

Maritimes Region – Scotia-Fundy fisheries management sector encompasses part of Nova Scotia and New Brunswick from the northern tip of Cape Breton to the New Brunswick-Maine border and adjacent waters to the 200-mile limit of the economic zone. The region has a very active diverse commercial fishery on the Bay of Fundy, Gulf of Maine and the Scotian Shelf. This commercial fishery includes 13,947 full and part-

time fishers on over 5,040 vessels, some 232 harbours, and a commercial fishery that landed some 400,000 tonnes of product for a preliminary landed value of $793,000,000 in 2003.

In addition, the aquaculture industry (Maritimes Region) was valued at approximately 285 million dollars in 2003.

Coast Guard programs are delivered through three major land bases; 6,114 fixed and floating aids to navigation as well as 5 DGPS transmission sites; a regional fleet consisting of 8 major and 18 small vessels (including 9 lifeboat stations); 6 helicopters with 3 helicopter hangars; 3 Marine Communication and Traffic Centres; a Regional Operations Centre; a Joint Rescue and Coordination Centre; 6 inshore rescue boats; Canso Canal; 4 Emergency response equipment depots; and a Coast Guard auxiliary consisting of 800 members.

Newfoundland and Labrador Region – encompassing the province of Newfoundland and Labrador along with adjoining marine waters, the shoreline covers nearly 29,000 km. More than 95% of the province's communities are scattered along the coast and thousands of fishing and recreational craft navigate the region's waters. A distributed rural population and many isolated communities mean a dependence on ocean transport and the fishery. Gales, storms, ice, icebergs and fog are some of the challenges the region faces in delivering its services. In marine transportation, Coast Guard directly supports shipping with nearly 125 icebreaking responses, over 600 search and rescue responses, marine communications and traffic services, environmental response and the maintenance of nearly 1,600 navaids. Coast Guard's programs are delivered through a regional fleet consisting of 14 vessels and 3 helicopters. As well, CG coordinates the Coast Guard Auxiliary which is comprised of 1000 members.

Pacific Region -comprising British Columbia and the Yukon, it is entrusted with managing and protecting Pacific marine fish stocks, covering 105 river systems in British Columbia , as well as eight northern transboundary rivers, the Stikine, Taku, Alsek, Chilkat, Whiting, Unuk, Chicamin and Yukon. This region supports commercial, recreational and aboriginal fisheries and significant Canadian oceans science and technology industries. In marine transportation it directly supports shipping with over 2,200 aeronautical and maritime search and rescue responses and it maintains more than 1,950 navaids.

Information Holdings

Program Records

Office of the Associate Deputy Minister

Review
Description: Information on studies conducted on management challenges, results and other dimensions of performance of internal programs, policies, operations, systems and practices.
Topics: Internal Review.
Access: alphabetical
Format: Internet or Computer and paper files
Program Record Number: DFO DRP 210

Evaluation
Description: Information on the relevance, success and cost-effectiveness of internal departmental programs and activities.
Topics: Program evaluation.
Access: alphabetical
Format: Internet or Computer and paper files
Program Record Number: DFO CRP 220

Internal Audit and Risk Management Services
Description: Information on policies, procedures and guidelines for the conduct of assignments, the planning of audits and support and reference documents used by auditors in compiling assignment reports and final audit reports
Topics: Internal Audit and Risk Management Services.
Access: alphabetical
Format: Internet or Computer and paper files
Program Record Number: DFO CRP 215

Human Resources and Corporate Services

National Project Management Office for Year 2000 – This program has ended, but records remain.
Description: Information on all aspects of the DFO Year 2000 project including (but not limited to) project planning, business continuity planning, standards and guidelines, regional information, project funding, Year 2000 product compliance letters, and related topics.
Topics: Year 2000 and its complexities as it affected both Department Wide Mission Critical and Government Wide Mission Critical functions within the Department. The files created during this project are classified using the departmental records management policy.
Program Record Number: DFO CRP 500

Real Property

Real Property Information System (RPIS)

Description: Information on the complete inventory of the real property assets required to support DFO programs and operations. RPIS maintains data for yearly central agency reporting, central agency policy requirement compliance, site usage, environmental aspects and divestiture initiatives.
Topics: Coast Guard bases, laboratories, lightstations, search & rescue stations, hatcheries, MCTS stations, marine based infrastructures, buildings, warehouses, marine aids to navigation structures and tows, etc.
Description: Legal documents. (Management of Law Records).
Topics: Agreements, easements, land title documents, acquisition and disposal of real property, and environmental information.
Program Record Number: DFO CRP 520

Small Craft Harbours

Description: Information on the administration and management of fishing and recreational harbours. Schedule I of the Fishing and Recreational Harbours Regulations lists all harbours administered by DFO, with amendements published as required in the Canada Gazette.
Topics: Facilities, harbour authorities.
Program Record Number: DFO CRP 540

Fisheries and Aquaculture Management

Aboriginal Policy and Governance

Description: Information on aboriginal fishing policies, programs and issues.
Topics: Aboriginal fishing issues and programs; land claims.
Program Record Number: DFO MAN 320

Enforcement

Description: Conservation and protection of fisheries, surveillance and enforcement records.
Topics: Offshore, inshore and inland surveillance and enforcement activities.
Program Record Number: DFO MAN 305

Fisheries Policy Development

Description: Policy preparations in support of fisheries renewal, reports, discussion document and brochure developed by AFPR, summary of policies affecting management of fisheries on Canada's Atlantic coast.
Topics: Fisheries management policy on Canada's Atlantic coast, National fisheries management policy framework, Independent Panel on Access Criteria (IPAC).
Program Record Number: DFO MAN 335

Fisheries Licence Appeal Board

Description: Information on fisheries licences (Atlantic and Pacific).
Topics: Appeals from fishermen dissatisfied with departmental licensing decisions; licensing policy; recommendations to the Minister.
Access: Records filed under each fisherman record in Commercial Fishing Licence by alphabetical order (Gulf Region)
Format: Hard copy (Gulf Region)
Program Record Number: DFO MAN 310

Fisheries and Aquaculture Management

Description: Management of the fisheries, including resource rehabilitation.
Topics: Resource management; allocation and regulations development; licensing; Aboriginal affairs – food fisheries; land claims negotiations and implementation; employment; band by laws.
Program Record Number: DFO MAN 315

Responsible Fishing Programs

Description: Reports, guidelines, protocols, mandates, administration, support initiatives throughout the fishing industry.
Topics: Code of Conduct for Responsible Fishing Operations, Program for Energy Research and Development. These Programs cover areas such as Responsible Fishing, gear development, implementation of the Canadian Code of Conduct, and partnering with industry.
Access: Records arranged according to document management criteria set out by the Department.
Format: Some on EDP database; others hard copy.
Program Record Number: DFO MAN 330

Structural Adjustment Programs

Description: Information on advice and analysis of issues relating to the operations and mandate of the Freshwater Fish Marketing Corporation (FFMC).
Topics: Corporate Plans, and Operating and Capital Budgets of the FFMS Corporations.
Program Record Number: DFO MAN 325

Canadian Coast Guard

Note: On December 12, 2003, the policy functions related to pleasure craft, marine navigation services, pollution prevention and response and navigable waters were transferred to Transport Canada.

Aids to Navigation -Marine
Description: Information on the establishment, operation and maintenance of visual, audio and electronic aids to navigation.
Topics: Buoys; lights; beacons; fog signals; radio communication systems; notices to shipping; notices to mariners; site acquisitions; buildings; structures; service contracts, dredging fees.
Access: By subject and geographic site.
Format: EDP systems and microfilm.
Program Record Number: DFO CCG 105

Ice Operations
Description: Information on icebreaking, ice routing advice, ice escorting and the International Ice Patrol.
Topics: Icebreaking; ice routing advice; reconnaissance; ice escorting; International Ice Patrol; methods and equipment.
Program Record Number: DFO CCG 130

Marine Communications and Traffic Services
Description: Information on the establishment, operation and maintenance of Marine Communications and Traffic Services infrastructure.
Topics: Marine Radio Communications and Vessel Traffic Services Systems, notices to shipping and notices to mariners, buildings, structures, remote sites, services contracts.
Program Record Number: DFO CCG 205

Pollution
Description: Includes emergency plans and operations concerning the clean-up of oil or other pollutants.
Topics: plans; operations; reports; methods and equipment.
Program Record Number: DFO CCG 150

Search and Rescue – Coast Guard
Description: This class covers information relating to search and rescue operations, and lifesaving stations.
Topics: Lifesaving stations; search and rescue; equipment and supplies.
Access: Files arranged by subject, and geographically.
Program Record Number: DFO CCG 155

Ships and Aircraft – Canadian Government
Description: Information on the management, operations, functions and services performed by the Canadian Coast Guard fleet of ships and aircraft; vessel and aircraft support to CCG Marine Programs such as Navigation Systems (Aids to Navigation and Icebreaking), Safety, Environmental Response Systems (Search and Rescue, Marine Communications and Traffic Services, Environmental Response/Protection); support to Oceans sector, Fisheries Management and Science sectors, including Hydrographic Services. This includes information on management strategies, planning, policies, scheduling, costs, crewing practices, performance measures and safety (ISM Code) procedures.
Topics: Strategic Planning, Business Planning, Performance Management, Crewing, Charters, Fleet List, Fleet Program Delivery Plans, Services, Service Accords/MOU's, Fuel, Operational Requirements, Capital Planning, and Helicopter Management.
Access: Files arranged by subject and name of Coast Guard vessel.
Program Record Number: DFO CCG 165

Telecommunications and Electronics -Marine
Description: Information on the life cycle management including establishment, design, procurement of equipment, operation and maintenance of stations and systems that provide communications and electronic navigation aids to the Canadian Coast Guard and marine transportation.
Topics: Life cycle management establishment; construction; operation; maintenance; services; buildings; site acquisitions; concessions and leases; apparatus; supplies; equipment; utilities; security and frequencies.
Access: Files arranged by subject, geographical location and name of Coast Guard ship.
Format: EDP systems and microfilm.
Program Record Number: DFO CCG 200

Waterways
Description: Information on water on St. Lawrence waterways.
Topics: Water levels St. Lawrence waterways; and St. Lawrence ship channel.
Program Record Number: DFO CCG 106

Oceans and Habitat

Oceans
Description: Lead and facilitate the development of an Oceans Action Plan for Canada; develop and implement integrated oceans management plans; designate Marine Protected Areas; establish marine environmental quality guidelines and criteria.
Topics: Canada's Oceans Strategy, Marine Protected Areas, Coastal Zone Management, Oceans Act, Oceans Action Plan.
Access: Organized by subject matter

Format: Paper and electronic records
Program Record Number: DFO OCE 005

Habitat Management
Description: Information on habitat management, protection, restoration and development; review of referred development activities in or near water; federal environmental assessment; scientific research on fish habitat, changes to or destruction of fish habitat and chemical contamination of fish habitat resulting from human activity.
Topics: Habitat protection, operations, planning, restoration and development; resource rehabilitation and enhancement; carrying capacity of fish habitat; physical alteration of fish habitat; toxic chemicals; contaminants.
Access: files arranged by subject
Format: Paper, electronic and database
Program Record Number: DFO OCE 010

Policy

Economic Analysis and Statistics
Description: Information on policies, programs and activities in the areas of socio-economic analysis and policy development.
Topics: Socio-economic analysis and policy; fisheries statistics; fisheries international trade databases; banks of information relating to the Surveys of Atlantic Salmon Anglers, 1988 and the Surveys of Atlantic Fishermen, 1984, 1988; the Surveys of Recreational Fishing in Canada, 1975, 1980, 1985, 1990, 1995, 2000; Surveys of Oceans Industries, 1996, 2000.
Access: Alphabetically, numerically and chronologically.
Format: Paper and electronic format.
Program Record Number: DFO POL 510

Intergovernmental Affairs
Description: Information on federal-provincial-territorial agreements and cooperative arrangements adopted by the department.
Topics: Interdepartmental and intergovernmental cooperation in fisheries and aquaculture; frameworks for federal-provincial-territorial consultation and liaison; federal-provincial-territorial economic and constitutional issues.
Access: Alphabetically, numerically and chronologically.
Format: Paper and electronic format.
Program Record Number: DFO POL 515

Legislation and Regulation
Description: Coordination, development and review of legislative and regulatory instruments within the department's mandate.
Topics: Legislative and regulatory initiatives related to Fisheries and Aquaculture Management, Oceans, the Canadian Coast Guard, Habitat Management, Science and Small Craft Harbours.
Access: Alphabetically, numerically and chronologically.
Format: Paper and electronic format.
Program Record Number: DFO POL 525

Science

Fisheries, Environment and Biodiversity Science
Description: Records relate to the acquisition of the knowledge-base and provision of scientific advice. On the management and development of fisheries and other human activities in the sea, and conservation and sustainable use of renewable and non-renewable marine and freshwater resources and ecosystems.
Topics: Resource assessment; marine ecology; freshwater ecology; conservation and protection of fish, fish habitat and aquatic ecosystems; biodiversity; aquatic invasive species, aquaculture ecosystem interaction and species at risk, biological and physical oceanography.
Access: Alphabetically, numerically and chronologically.
Format: Paper and electronic format.
Program Record Number: DFO SCI 610

Marine Environmental Data Services
Description: MEDS' mandate is to manage and archive ocean data collected by DFO, or acquired through national and international programs conducted in ocean areas adjacent to Canada, and to disseminate data, data products, and services to the marine community in accordance with the policies of the department.
Topics: Physical, Chemical and Biological data: Contaminants, Oceanographic Profiles, Tides and Water Levels, Drifting Buoy, Measured Wave and Offshore Oil and Gas Environmental Data sets.
Access: Raw data that can be retrieved chronologically, alphabetically, or numerically.
Format: Electronic format.
Program Record Number: DFO SCI 612

Hydrographic Service
Description: Bathymetric data; navigational charts -surveys, chart production; geophysical-hydrographic surveys; tides, currents and water levels; sailing directions; ocean mapping; navigation.
Topics: Navigation charts -surveys, production; tides, currents, and water levels; sailing directions;

ocean mapping; navigation.
Access: Files arranged by geographic location.
Format: Full size graphics, micrographics and EDP format.
Program Record Number: DFO SCI 615

Regional Offices

Arctic and Inland Fisheries
Description: Information on policy and program coordination and delivery in the Arctic and Inland Fisheries sector of the Department.
Topics: Marine mammal stock assessment and surveys; inland fisheries management; fish habitat disruption; conservation of fishery and marine mammal resources in the Northwest Territories and Nunavut.
Program Record Number: DFO RDG 055

Fisheries Resource Allocation
Description: Management, conservation, protection, enhancement and allocation of all species of the fisheries resource throughout Canada.
Topics: Resource management, allocation, licences, registration of fishers and vessels, quota monitoring, stock enhancement, observer programs, test fisheries, consultation and negotiation, Aboriginal Fisheries Strategy, Salmonid Enhancement Program, regulation amendments, habitat rehabilitation, MOUs and agreements, Advisory Boards and Committees.
Access: Records stored by Region, numerically and by subject.
Format: Records in paper, microfiche, and EDP format.
Program Record Number: DFO RDG 060

Sector Management (Seals and Marine Mammals)
Description: Information on the Atlantic coast seal hunt and marine mammal conservation issues and activities.
Topics: Seal catch statistics and seal licensing policy, development projects under the Assistance to the Sealing Industry Program; bycatch of marine mammals, recreational observation of marine mammals, strandings, live capture and export of marine mammals; and laws and regulations pertaining to marine mammals.
Program Record Number: DFO RDG 065

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Accounts and Accounting

Access to Information and Privacy Requests

Acts and Legislation

Administration

Administration and Management Services

Automated Document, Records, Information Management System

Budgets

Buildings

Buildings and Properties

Business Continuity Plans

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Lands

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Procurement

Proactive Disclosure

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Utilities

Vehicles

Particular Personal Information Banks

Human Resources and Corporate Services

Harbour Managers

Description: Information on Harbour Managers appointed by the Minister in accordance with the Fishing and Recreational Harbours Act, namely: name, address, identification number, badge number, date of appointment (and cancellation) and remuneration.
Class of Individuals: Harbour Managers.
Purpose: Active and historic information from this bank is required for administration purposes.
Consistent Uses: This information is used for administrative purposes and for other such purposes as allowed under sub-section 8(2) of the Privacy Act.
Retention and Disposal Standards: The retention and disposal information in this bank is to be determined with departmental records management and the National Archives of Canada.
RDA Number: Under development
Related PR#: DFO CRP 540
TBS Registration: 003624
Bank Number: DFO PPU 070

Manuscript Reviews

Description: A list of qualified referees (specialists in a variety of disciplines along with records of the receipt, review and appraisal of manuscripts selected for publication or rejected.
Class of Individuals: A list of qualified referees (specialists in a variety of disciplines).
Purpose: To maintain a list of qualified referees.
Consistent Uses: To record receipt of manuscripts and organize assignment of reviews and appraisals of manuscripts selected for publication or rejection.
Retention and Disposal Standards: Six years after publication (or non-publication), transfer to Historical Records Section of National Archives of Canada for selective retention.
RDA Number: 98/001
Related PR#: DFO SCI 610
TBS Registration: 003613
Bank Number: DFO PPU 020

Real Property Records

Description: This bank contains leases, licences and agreements issued in accordance with the Fishing and Recreational Harbours Act and Regulations, for the occupancy and use of harbour property. Names, addresses, telephone numbers, description of property, length of term, rental and other considerations are included. Also contained in this bank are legal title documents covering federal ownership of property.
Class of Individuals: The information contained in this bank relates to governments, Harbour Authorities, commercial entities and private individuals.
Purpose: The information in the bank is used for administrative purposes, to ensure controlled use of harbour property, accounting records and audit purposes.
Consistent Uses: This information is used for other such purposes as allowed under sub-section 8(2) of the Privacy Act.
Retention and Disposal Standards:
To be determined.
RDA Number: Under development
Related PR#: DFO CRP 520
TBS Registration: 003630
Bank Number: DFO PPU 065

Fisheries and Aquaculture Management

Commercial Fishing Licence Databases

Description: An alphabetical listing of Atlantic and Pacific licensed commercial fishermen along with fishing vessel profiles is located within separate regional banks. Key data elements are name, address, homeport, fishing category (full-time or part-time), fees paid, vessel name, vessel specifications, species licence entitlements, individual quotas, actual catch figures and DFO identification number, as well as a listing of all gear identification (trap tags or net labels) or species harvest control devices (such as tuna tags) issued
Class of Individuals: Commercial fishermen.
Purpose: To develop fishing plans, to assess fish stocks, to assist DFO in the issuance/re-issuance of fishing gear identification or species harvest control devices, to provide for vessel safety inspections and provide a database of information in cases of emergency.
Consistent Uses: This bank may be used as a source of information for other banks such as Surveys (DFO PPU 075. For the purposes of enforcement and conducting investigations in accordance with Canadian fisheries legislation, data DFO Violations (DFO PPU 060) is linked with these banks. Data from these banks is also shared with various provincial departments under section 8(2)(f) of the Privacy Act, for the purposes of administering a law or conducting a legal investigation and may also be shared with approved local fishing organizations in specific provinces in order to assist DFO in the issuance of

fishing net labels and replacement labels. The data in these banks is also shared with the Department of National Defence for its National Search and Rescue (SAR) Management System (DND PPU 550). Vessel specific personal information may be shared with other agencies in SAR situations.
Retention and Disposal Standards: The records in this databank are of historical significance and will be retained indefinitely.
RDA Number: Under development
Related PR#: DFO MAN 315
TBS Registration: 003621
Bank Number: DFO PPU 010

DFO Violations
Description: The bank contains enforcement data on individuals/ companies, including detailed information on offences committed under Canadian fisheries legislation.
Class of Individuals: Individuals, with or without a fisherman's licence, and companies.
Purpose: Activities surrounding enforcement and conduct of investigations in accordance with Canadian fisheries legislation.
Consistent Uses: To compile various statistics to determine compliance and surveillance levels, to have an historical database to help identify problem areas for planning purposes. Data is also linked with Catch and Effort (DFO PPU 055) and Commercial Fishery Licence Databases (DFO PPU 010).
Retention and Disposal Standards: The length of retention is to be established with Departmental Records Manager and National Archives of Canada.
RDA Number: Under development
Related PR#: DFO MAN 305
TBS Registration: 003620
Bank Number: DFO PPU 060

Fisheries Improvement Loan Program
Description: The bank contains individual loan files on borrowers with defaulted outstanding loans that have been guaranteed under the Program.
Class of Individuals: Information relates to fishermen with loans guaranteed under the Fisheries Improvement Loans Program.
Purpose: The purpose of the bank is to administer the Fisheries Improvement Loans Program and to safeguard the interest of the Crown by collecting outstanding debts.
Consistent Uses: None identified
Retention and Disposal Standards: To be determined.
RDA Number: Under development
Related PR#: DFO MAN 315
TBS Registration: 003617
Bank Number: DFO PPU 035

Fishing Licence Appeal Boards
Description: Information on Canadian fishers appealing Departmental decisions respecting the issue, reissue and transfer of fishing licences along with decisions respecting fishers' categorisation and registration of vessels (Atlantic and Pacific).
Class of Individuals: Canadian Fishermen.
Purpose: Process appeals sought by fishers through the appropriate licence appeal board.
Consistent Uses: None identified
Retention and Disposal Standards: To be determined
RDA Number: Under development
Related PR#: DFO MAN 310
TBS Registration: 003618
Bank Number: DFO PPU 090

Canadian Coast Guard
Note: On December 12, 2003, the policy functions related to pleasure craft, marine navigation services, pollution prevention and response and navigable waters were transferred to Transport Canada.

Record of Canadian Coast Guard Command Certificates
Description: This information forms a register of the Command Certificates of Competency issued by the Canadian Coast Guard. It is maintained under the authority of Canadian Coast Guard Fleet Order No. 530. The register contains names, social insurance numbers, birth dates, date and place of examination, date of issue and certificate numbers.
Class of Individuals: Personnel who have obtained the qualification, generally middle to senior navigation officers or commanding officers.
Purpose: The bank is a record of the number of Command Certificates issued to date and to whom they have been issued.
Consistent Uses: None identified.
Retention and Disposal Standards: Files are transferred to the National Archives of Canada after 50 years.
RDA Number: 77/018
Related PR#: DOT MSS 200
TBS Registration: 001052
Bank Number: DFO PPU 115

Record of Canadian Coast Guard Watchkeeping Certificates and Operations Endorsement
Description: This information forms a register of the Coast Guard Watchkeeping Certificates of Competency and Operations Endorsements issued by the Canadian Coast Guard. It is maintained

under the authority of Canadian Coast Guard fleet Order No. 530. The register contains names, social insurance numbers, birth dates, date and place of examination, date of issue and certificate numbers.
Class of Individuals: Personnel who have acquired the necessary sea service and have subsequently successfully passed examinations.
Purpose: The bank is a record of the number of certificates issued to date and to whom they have been issued.
Consistent Uses: None identified
Retention and Disposal Standards: Files are transferred to the National Archives of Canada after 50 years.
RDA Number: 77/018
Related PR#: DOT MSS 200
TBS Registration: 001051
Bank Number: DFO PPU 120

Policy

Statistics Program

Description: The Department collects commercial fishing "Catch and Effort Data" from commercial licence holders, commercial fish buyers and vessel skippers and the Dockside Monitoring Program (DMP). The information identifies, but is not limited to, individual vessel and commercial buyers, species weight and information on amount paid (except for DMP data), areas of catch and fishing effort where applicable, on a trip by trip basis (from log books). The statistics system is decentralized, operating from regional offices. National statistics are developed in Ottawa using regional contributions. The databases include: Commercial Fishing Registration and Licensing Data; Domestic Quota System; Permis-pêcheur-bateau; Commercial Fishing Licence Data; Tidal Water Sport Fishing Licence Data; Licensing; Foreign Licensing and Surveillance System Flash; Aquaculture Licence; Complaint Control System; Import Rejection.
Class of Individuals: Commercial licence holders, Commercial fish buyers, vessel owners/skippers, DMP Companies.
Purpose: Stock assessment and quota monitoring purposes, international fisheries agreements, economic and statistical analysis, policy development and analysis.
Consistent Uses: In support of enforcement and the conduct of investigations in accordance with Canadian fisheries legislation, data is linked with the Commercial Fishing Licence Databases (DFO PPU 010), the Catch and Effort Data (DFO PPU 055) and DFO Violations (DFO PPU 060). Used for annual reporting on Canadian fisheries data to NAFO, OECD and FAO. Also used for economic analyses and program evaluations of various segments of the fisheries and for fisheries management purposes as authorised by the Fisheries Act and other related acts of Parliament. Some personal information maintained in the bank is shared with the Nova Scotia Department of Fisheries with the written consent for disclosure from the individual to whom the information relates. In all the above areas, data are produced in reports containing no personal information. However, personal information is maintained in the bank.
Retention and Disposal Standards: Information in this bank will be held indefinitely due to the historical value of the information.
RDA Number: Under Review
Related PR#: DFO MAN 315
TBS Registration: 003622
Bank Number: DFO PPU 055

Surveys

Description: From time to time, surveys are carried out by the Department to obtain information. These surveys include: Commercial Fishing Registration and Licensing Data; Domestic Quota System; Permis-pêcheur-bateau; Commercial Fishing Licence Data; Tidal Water Sport Fishing Licence Data; Licensing; Foreign Licensing and Surveillance System Flash; Aquaculture Licence; Complaint Control System; Import Rejection; Plant Capacity Survey; Vessel Performance Studies; Angler Diary; National Survey of Recreational Fisheries; Coûts et revenus des entreprises de Pêche; Costs and Earning Survey of Commercial Fishermen; Survey of Pacific Costs and Earnings; Fisherman's Income Survey; Atlantic Canada Sport Catch Data. Other similar surveys may occur as the need arises. Information may be gathered through the Catch and Effort Data (DFO PPU 055) and Commercial Fishing Licence Database (DFO PPU 010) banks. Much of this data is published in a statistical format, with all personal identifiers removed. For example, Newfoundland region publishes occasionally its "Costs and Earnings" Survey.
Class of Individuals: Information in this bank relates to clients of departmental fisheries programs and sports fishermen.
Purpose: The information is compiled to provide the Department with the statistical or economic information it requires to manage its programs effectively.

Consistent Uses: None identified
Retention and Disposal Standards: Information in this bank will be held indefinitely due to the historical value of the information.
RDA Number: Under Review.
Related PR#: DFO MAN 315
TBS Registration: 003626
Bank Number: DFO PPU 075

Executive Secretariat

Personal Information Disclosed to Federal Investigative Bodies
Description: In accordance with subsection 8(4) of the Privacy Act and pursuant to paragraph 8(2)(e), this bank is comprised of copies of requests received from authorized federal investigative bodies along with all records relating to the processing of those requests.
Class of Individuals: Individuals about whom requests for personal information have been received pursuant to paragraph 8(2)(e) of the Privacy Act from federal investigative bodies for the purpose of enforcing a law of Canada or a province or carrying out a lawful investigation.
Purpose: The purpose of this bank is to permit the Privacy Commissioner to review disclosures made under paragraph 8(2)(e) of the Privacy Act.
Consistent Uses: Compiling statistics relating to requests from federal investigative bodies.
Retention and Disposal Standards: Records kept two years after resolution then destroyed.
RDA Number: 98/001
Related PR#: DFO MAN 315
TBS Registration: 001741
Bank Number: DFO PPU 085

Science

Fish Health Officials
Description: The bank contains applications for recognition as Fish Health Officials under the Fish Health Protection Regulations and lists of recognised Fish Health Officials, with specimen signatures.
Class of Individuals: Applicants include federal and provincial government employees as well as persons in the private sector in Canada, and from other countries. The bank relates to professionals with specific education and experience in fish disease diagnostics.
Purpose: By comparison with specimen signatures, to verify authenticity of Fish Health Certificates that are required before import permits can be issued for importation or transfer into Canada or between provinces of cultured Salmonid fish.
Consistent Uses: Basis for decision to accept or reject applicants requesting recognition as Fish Health Officials along with a record of qualified individuals.
Retention and Disposal Standards: Personal files of Fish Health Officials (FHO's) and master copies of lists of FHO's will be held in a central registry in the Fisheries and Oceans Science Directorate. FHO files will be destroyed five years after cancellation as an FHO.
RDA Number: Under Review
Related PR#: DFO SCI 610
TBS Registration: 003615
Bank Number: DFO PPU 040

Requests for Oceanographic Data
Description: This bank contains data concerning requests for services and information.
Class of Individuals: Information relates to government departments, universities, consultants, general public, construction firms, publishing houses and regional offices.
Purpose: The bank is used as a measure of services to the public, to evaluate the type of service required by users, and to trace requests when necessary.
Consistent Uses: None identified.
Retention and Disposal Standards: Request forms destroyed after two years; summary statistics undetermined.
RDA Number: Under Review
Related PR#: DFO SCI 612
TBS Registration: 003627
Bank Number: DFO PPU 045

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records, Information Management Systems

Business Continuity Planning

Electronic Network Monitoring Logs

Executive Correspondence Management System

Internal Disclosure of Wrong Doing in the Work-Place

Hospitality

Personnel Security Screening

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Buildings Passes

Travel

Manuals

- A practical Guide to the Fisheries Act
- Access Near Aquatic Areas: A Guide to Sensitive Planning, Design and Management
- Arctic Marine Emergency Plan
- Atlantic Recreational Fishing Licence Program
- Calendar of Courses –Sydney
- Canada's Oceans Strategy (NL)
- Canadian Aids to Navigation System
- Canadian Coast Guard Fleet Orders (CGFOs)
- Canadian Shellfish Sanitation Program -Manual of Operations
- Careers -Canadian Coast Guard
- Cartographic Standing Orders
- CCG Careers: Engineering Technician, Electronics Technician, Marine Traffic Regulator, Professional Engineer, Radio Operator
- CCG Ships Crew Officers Training Program - Documentation
- CCG Ships Crew Officers Trainig Program - Practical Training Manual
- CCG Technical Bulletins
- CCG Technical Standards
- CEAA Guide: Applying the Canadian Environmental Assessment Act for the Fish Habitat Management Program (Draft, August 2000)
- Chemical Methods
- Coast Guard Fleet Logistics Standards
- Community-Based Coastal Resource Inventories in Newfoundland and Labrador – Procedures Manual (NL)
- Community Greenways: Linking Communities to Country and People to Nature
- Community Stewardship: A Guide to Establishing Your Own Group
- Competency Standard for Ships' Crew
- Conservation and Protection Administration
- Conservation and Protection Operations
- Constructions Standards for Small Vessels
- Decision Framework for the Determination and Authorization of Harmful Alteration, Disruption or Destruction of Fish Habitat (1998)
- DFO 5693 Ships of Canadian Coast Guard
- DFO Habitat Protection and Conservation Guidelines 1986/1994
- DFO Underwater Video Site Survey Guidelines
- Directive on the Issuance of Subsection 35(2) Authorizations -CEAA (May 25, 1995)
- Directives Manual, Conversation & Protection (Gulf)
- Diving and Shipwrecks
- The Dock Primer: A cottager's guide to waterfront-friendly docks
- Dockside Monitoring Program Policy and Procedures (including Regional Annexes) (Gulf)
- The Drain Primer: A Guide to Maintaining and Conserving Agricultural Drains and Fish Habitat
- Dynamically Supported Craft Training Program Manual
- Employees Guide on Work Force Adjustment
- Facilities Inspection
- Finance and Materiel Management Manual
- Fish Habitat Conservation and Protection: Guidelines for Attaining No Net Loss [National]
- Fish Habitat Conservation and Protection: What the Law Requires
- Fish Habitat Protection Guidelines: Irrigation Developments
- Fish Habitat Protection Guidelines: Overhead Powerlines
- Fish Habitat Protection Guidelines: Sand and Gravel Pits
- Fish Health Protection Regulations – Manual of Compliance
- Fish Products Inspection Manual – Policy and Procedures
- Fish Products Standards and Methods

- Fishery Officer's Guide for Habitat Management and Protection
- Fishing and Recreational Harbours Administrative Instructions
- Fleet Contingency Plan -Fleet Bulletins
- Fleet Safety Manual
- Foreign Observer Program Operations Manual
- Forms Management Manual
- Freshwater Intake End-of-Pipe Fish Screen Guidelines
- Good Manufacturing Practices (GMP) – Crab Processing
- Good Manufacturing Practices (GMP) – Lobster Processing
- Good Manufacturing Practices (GMP) – Shrimp Processing
- Guide for Diving Safety
- Guide to Helicopter/Ship Operations
- Guide to ISM Code
- Guidelines for the Protection of Fish and Fish Habitat: The Placement and Design of Large Culverts
- Guidelines for the Use of Explosives In or Near Canadian Waters [National]
- Guidelines to Protect Fish and Fish Habitat from Treated Wood used in Aquatic Environments in the Pacific Region
- Habitat Conservation and Protection Guidelines (1998, Second Edition)
- Habitat Stewardship Bylaws: A Guide for Local Government
- Harbour Authorities Manual
- Harbour Managers Manual
- Healthy Lifestyle Recipes
- Helicopter Maintenance Engineer Shipboard Manual (TP – 4986)
- Hydrographic Tidal Manual
- Ice Navigation in Canadian Waters
- Index to Notices to Mariners (annual)
- Information Management Manual – Vol 1 – Policy
- Information Management Manual – Vol 2 – Standards and Procedures
- Inspection Memoranda of Understanding and Agreement
- International Code of Signals
- Joint Canada/US Marine Pollution Contingency Plan
- Laboratory Manual for Chemistry
- Laboratory Safety
- Land Development Guidelines for the Protection of Aquatic Habitat -Lower Fraser Area -Fisheries Act and the Project Review Process
- List of Lights, Buoys and Fog Signals (4 Vol: Atlantic, Newfoundland, Inland, Pacific)
- Lower Fraser Area -Project Review Information Requirements for Works Affecting Fish
- Marine Forecast Reports
- Marine Protected Areas Policy
- Marine Protected Areas -A Strategy for Canada's Pacific Coast
- Marine Protected Areas (MPA's) Discussion Paper (January 1997)
- Marine Protected Areas Factsheets (Endeavour Hot Vents, Gabriola Passage, Bowie Seamount, Basin Head, Race Rocks, Sable Gully, Manicouagan, Musquash Estuary, Leading Tickles, Gilbert Bay, Eastport)
- MCTS Standards Manual -DFO 5608
- Metal Can Defects Manual
- National Marine Emergency Plan
- National Framework for Establishing and Managing Marine Protected Areas
- National Program for Action for the Protection of the Marine Environment from Land-Based Activities (NPA)
- National Search and Rescue Manual
- National Training Plan: Coast Guard Emergencies
- New Canadian Buoyage System

- Notices to Mariners (annual) – (TP-0390)
- Notices to Mariners (monthly) – (TP-0136)
- Observer Program Training Manual - Newfoundland Region
- Observers' Field Manual Domestic/Foreign Fishing Vessels
- Occupational Health and Safety Manual
- Occupational Health and Safety Manual – Pacific Region
- Oceans Program Activities Tracking Brochure
- Officer Cadet Sea Training Manual -Engineering
- Officer Cadet Sea Training Manual -Navigation
- Operational Guidelines for Search and Rescue Units
- Owners' Guide to Private Aids to Navigation
- Pacific General Ships' Orders
- Personnel -Policy and Procedures
- Petrolium Refinery Liquid Effluent Regulations
- PISCES IV Standard Operations Procedures
- Policy and Operational Framework for the Integrated Management of Estuarine Coastal and Marine Environments in Canada (NL)
- Policy for the Management of Fish Habitat (1986)
- Practioner's Guide to Habitat Compensation
- Practioner's Guide for Writing Letters in Fisheries Act Reviews
- Practioner's Guide to Writing a Subsection 35(2) Fisheries Act Authorization
- Procedures Manual for Design and Review of Marine Short-Range Aids to Navigation
- Pulp and Paper Effluent Regulations
- Radio Aids to Marine Navigation
- Records Management Manual
- Road Maintenance Activities and the Fisheries Act: a Guidance Document to Avoiding Conflict
- Safe Waterways – Guidelines for the Design of Commercial Shipping Channels
- Safety Bulletins
- Security Manual
- SAR Skills Training Standard
- SAR Seamanship Reference Manual (available electronically on on the Internet)
- Service Standards, Canadian Hydrographic Service
- Ship's Crew On-The-Job Training Manual
- Ship's Environmental Manual – DFO 5326
- Shipboard Helicopter Information & Procedures Manual
- The Shore Primer -A cottager's guide to a healthy waterfront
- Staff Relations Guide for Commanding Officers
- Standard Marine Navigational Vocabulary
- Standard Procedures for Bacteriological Analysis
- Stewardship Options: For Private Land Owners in British Columbia
- Stewardship: Working with Canadians to safeguard our marine and Freshwater legacy
- Stewards pf Canada's Waters
- Stream Stewardship: A Guide for Planners and Developers
- Summary of (T) and (P) Notices to Mariners (annual)
- Survey Standing Orders
- Users Guide -Marine Environmental Data Service
- Vessel Traffic Services Zones Regulatory Specifications -DFO 5765
- Watercourse Crossings, Second Edition
- Watershed-Based Fish Sustainability Planning: Conserving BC Fish Populations and their Habitat
- Watershed Stewardship: A Guide for Agriculture
- Wetlandkeepers Handbook: A Practical Guide to Wetland Care
- Working Together for Marine Protected Areas – A National Approach
- Working Together to Protect and Promote Canada's Oceans

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Department and its functions may be directed to:

Head Office
Communications Directorate
Ottawa, Ontario K1A 0E6

Telephone: 613-993-0999
Facsimile: 613-990-1866

TDD – General Enquiries
Telephone: 613-941-6517 (D)

DFO Internet: www.dfo-mpo.gc.ca

CCG Internet: www.ccg-gcc.gc.ca

CHS Internet: www.charts.gc.ca

Oceans and Fish Habitat Internet: www.dfo-mpo.gc.ca/canwaters-eauxcan

MEDS Internet: www.meds-sdmm.dfo-mpo.gc.ca
SCH Internet: www.dfo-mpo.gc.ca/sch

Central and Arctic Region

201 N. Front St.
Sarnia, Ontario N7T 8B1

Telephone: 519-383-1810
Facsimile: 519-464-5128
Internet: www.dfo-mpo.gc/regions/central/ca.e.htm

Canada Centre for Inland Waters Internet: www.cciw.ca

Internet for Central and Arctic Region Science: http://www.dfo-mpo.gc.ca/regions/central/science_e.htm

Internet for Central and Arctic Region Hydrography: www.dfo-mpo.gc.ca/regions/central/science/chs-shc/index_e.htm

Internet for Central & Arctic Region Coast Guard: www.ccg-gcc.ca/cen-arc/main.html

Internet for the Coast Guard Auxiliary: www.ssimicro.com-coastguard/

Quebec Region

104 Dalhousie Street
Quebec, Quebec G1K 7Y7

Telephone: 418-648-4158
Facsimile: 418-648-4758
Internet: www.qc.dfo.ca

Internet for CHS: www.qc.dfo-mpo.gc.ca/iml/en/sciences/hydrographique.htm

Maritimes Region

176 Portland Street
P.O. Box 1035
Dartmouth, Nova Scotia B2Y 4T3

Telephone: 902-426-2581
Facsimile: 902-426-3479
Internet: www.mar.dfo-mpo.gc.ca

Internet for Maritimes CCG: www.mar.dfo-mpo.gc.ca/cg/ops/index.htm

Internet for St. Andrews Biological Station: www.mar.dfo-mpo.gc.ca/sabs/index-e.htm

Internet for CCG College: www.cgc.ns.ca

Internet for Bedford Institute of Oceanography: www.bio.gc.ca/enter/index_eng.htm

Internet for Oceanographic and Fisheries Research: www.bio.gc.ca/oceans/oceans.htm

Internet for Canadian Hydrographic Services: www.charts.gc.ca

Internet for SCH Maritimes: www.mar.dfo-mpo.gc.ca/sch/

Gulf Region

343 Université Avenue
P.O. Box 5030
Moncton, New Brunswick E1C 9B6

Telephone: 506-851-7747
Facsimile: 506-851-2435
Internet: www.gfc.dfo.ca

Newfoundland and Labrador Region

P.O. Box 5667
St. John's, Newfoundland and Labrador A1C 5X1

Telephone: 709-772-4423

Facsimile: 709-772-4880
Internet: www.nfl.dfo-mpo.gc.ca/

Pacific Region

401 Burrard Street
Vancouver, British Columbia V6C 3S4

Telephone: 604-666-0384
Facsimile: 604-666-1847
Internet: www.pac.dfo-mpo.gc.ca

Pacific Communications Internet: www.comm.pac.dfo-mpo.gc.ca

Institute of Ocean Sciences Internet: http//www-sci.pac.dfo-mpo.gc.ca/sci/facilities/ios_e.htm

CHS, Pacific Internet: www-sci.pac.dfo-mpo.gc.ca/Charts/home_e.htm

CCG, Pacific Internet: www.pacific.ccg-gcc.gc.ca/index_e.htm

Conservation and Protection Internet: www.pac.dfo-mpo.ca/ops/cp

Fisheries Management Internet: www.pac.dfo-mpo.gc.ca/ops/fm

Acoustical Oceanography Research Group Internet: pinger.ios.bc.ca

Habitat and Enhancement Internet: www.heb.pac.dfo-mpo.gc.ca

Oceans Program Internet: www.pac.dfo-mpo.gc.ca/oceans

Science Branch Internet: http://www-sci.pac.dfo-mpo.gc.ca/sci/default_e.htm

Pacific Biological Station Internet: http://www.pac.dfo-mpo.gc.ca/sci/pbs/default_e.htm

Reading Room

The Department's libraries have been designated under the Access to Information Act as reading rooms. They are the main repository for publications, reports and studies pertinent to the management of the fisheries and oceans of Canada. They are information resource centres where access forms are available and assistance can be obtained to ascertain if the information requested is already available in the public domain and does not require formal access procedures. The addresses of departmental regional libraries are:

Central and Arctic Region

The Eric Marshall Aquatic Research Library
Freshwater Institute
501 University Crescent
Winnipeg, Manitoba R3T 2N6

Telephone: 204-983-5170
Facsimile: 204-984-4668

Headquarters Region

Library Policy and Services
200 Kent, 7th Floor
Ottawa, Ontario K1A 0E6

Telephone: 613-993-2950
Facsimile: 613-990-4901

Quebec Region

Maurice Lamontagne Institute Library
850 Route de la Mer
P.O. Box 1000
Mont-Joli, Quebec G5H 3Z4

Telephone: 418-775-0551
Facsimile: 418-775-0538

Internet for CHS: www.qc.dfo-mpo.gc.ca/iml/en/sciences/hydrographique.htm

Maritimes Region

Maritimes Region Library
Bedford Institute of Oceanography
P.O. Box 1006
Dartmouth, Nova Scotia B2Y 4A2

Telephone: 902-426-3683
Facsimile: 902-496-1544 or 426-7827

Coast Guard College Library
1190 Westmount Road
P.O. Box 4500
Sydney, Nova Scotia V1P 6L1

Telephone: 902-564-3660
Facsimile: 902-564-3672

Maritimes Region Biological Station Library
Brandy Cove Road
St. Andrews, New Brunswick E0G 2X0

Telephone: 506-529-8854 ext. 5909
Facsimile: 506-529-5862

Gulf Region

Gulf Fisheries Centre Library
343 Université Avenue
P.O. Box 5030
Moncton, New Brunswick E1C 9B6

Telephone: 506-851-6264
Facsimile: 506-851-2766

Newfoundland and Labrador Region

Regional Library
Northwest Atlantic Fisheries Centre
P.O. Box 5667
St. John's, Newfoundland and Labrador A1C 5X1

Telephone: 709-772-2022
Facsimile: 709-772-2575

Pacific Region

Pacific Biological Station Library
3190 Hammond Bay Road
Nanaimo, British Columbia V9R 5K6

Telephone: 250-756-7071
Facsimile: 250-756-7053

Institute of Ocean Sciences Library
9860 West Saanich Road
P.O. Box 6000
Sidney, British Columbia V8L 4B2

Telephone: 250-363-6392
Facsimile: 250-363-6749

Fisheries Management Regional Library
555 West Hastings Street, Room 430
Vancouver, British Columbia V6B 5G3

Telephone: 604-666-3851
Facsimile: 604-666-3145

Foreign Affairs and International Trade Canada

Chapter 72

The annual update for this institution was not received for inclusion in the 2006-2007 version of this Info Source publication. The following is from the 2003-2004 version of Info Source.

General Information

Background

The Department of Foreign Affairs and International Trade had its origin in an Act of Parliament in 1909 to deal with Canada's relations with other governments within the British Empire and with foreign states. In 1981, the foreign operations of the immigration service were brought into the Department. In January 1982, there was a fundamental reorganization to include the foreign trade policy and international trade component of the Industry, Trade and Commerce Department. In 1992 the Immigration component of the foreign service was transferred to Employment and Immigration Canada and certain other non-core functions, such as the World Exhibition program and international sport program, were transferred to other departments. In 1993 the Investment Development Division of Investment Canada was merged with the Department.

The Department of External Affairs Act of 1985 set forth the mandate of the Department and provided for a Secretary of State for External Affairs (SSEA) and a Minister for International Trade. The name of the Department was subsequently changed to External Affairs and International Trade Canada. In the fall of 1993 the Department assumed its present title, the Department of Foreign Affairs and International Trade (DFAIT), and the SSEA's title was changed to Minister of Foreign Affairs.

Responsibilities

The Department of Foreign Affairs and International Trade has the primary responsibility for the promotion and protection of Canada's interests abroad and the conduct of Canada's relations with other countries. Its legal mandate, as set out in the Department of Foreign Affairs and International Trade Act, RSC 1985, c. E-22, is to: conduct all diplomatic and consular relations on behalf of Canada; conduct all official communication between the Government of Canada and the government of any other country and between the Government of Canada and any international organization; conduct and manage international negotiations as they relate to Canada; coordinate Canada's economic relations; foster the expansion of Canada's international trade; coordinate the direction given by the Government of Canada to the heads of Canada's diplomatic and consular missions and to manage these missions; administer the foreign service of Canada; and foster the development of international law and its application in Canada's external relations.

The Department has four basic roles, which flow from the legal mandate. They are: the development and coordination of the Government's international policy; advocacy of Canadian interests and values overseas; the provision of services to Canadians (trade and investment promotion, securing and improving market access, consular assistance, passports); and support for other government departments and agencies abroad (including provincial governments).

Legislation

- Asia-Pacific Foundation of Canada Act, RSC 1985, c. A-13
- Canada Shipping Act, RSC 1985, c. S-9, s. 632.4
- Canada-Chile Free Trade Agreement Implementation Act, S.C. 1997, c. 14
- Canada-Israel Free Trade Agreement Implementation Act, S.C. 1996, c. 33
- Canada-United States Free Trade Agreement Implementation Act, RSC 1988, c. 65, ss. 1 to 7 and Parts I and V
- Canadian Commercial Corporation Act, RSC 1985, c. C-14
- Canadian Environmental Assessment Act, SC 1992, c. 37, ss. 40, 47, 58
- Canadian Laws Offshore Applications Act, SC 1990, c. 44, s. 10
- Canadian Security Intelligence Service Act, RSC 1985, c. C-23, ss. 13, 14, 16, 17, 19

- Chemical Weapons Convention Implementation Act SC 1995, c. 25
- Citizenship Act, RSC 1985, c. C-29, ss. 3, 23
- Coasting Trade Act, SC 1992, c. 31, ss. 3, 17
- Criminal Code, RSC 1985, c. C-46, ss. 7, 57, 477.4
- Cultural Property Export and Import Act, RSC 1985, c. C-51, ss. 4, 17, 39
- Customs Tariff, RSC 1985, c. C-54.01, s. 59
- Department of Foreign Affairs and International Trade Act, RSC 1985, c. E-22; 1995, c. 5
- Excise Tax Act, RSC 1985, c. E-15, s. 68.3
- Export and Import Permits Act, RSC 1985, c. E-19
- Export Development Act, RSC 1985, c. E-20
- Food and Agriculture Organization of the United Nations Act, RSC 1985, c. F-26
- Foreign Enlistment Act, RSC 1985, c. F-28, s. 7
- Foreign Extraterritorial Measures Act, RSC 1985, c. F-29, s. 5
- Foreign Missions and International Organizations Act, SC 1991, c. 41
- Fort-Falls Bridge Authority Act, SC 1970-71-72, c. 51
- Immigration Act, RSC 1985, c. I-2, s. 116
- International Boundary Waters Treaty Act, RSC 1985, c. I-17
- International Centre for Human Rights and Democratic Development Act, RSC 1985, c. I-17.3. (RSC 1985 (fourth supplement) c. 54)
- International Development (Financial Institutions) Assistance Act, RSC 1985, c. I-18
- International Development (Financial Institutions) Assistance Act, SC 1981-82-83, c. 73
- International Development Research Centre Act, RSC 1985, c. I-19
- Motor Vehicle Transport Act, 1987, RSC 1985, c. M-12.01, s. 17
- Mutual Legal Assistance in Criminal Matters Act, RSC 1985, c. M-13.6, s. 6
- National Transportation Act, 1987, RSC 1985, c. N 20.01, ss. 86, 156
- North American Free Trade Agreement Implementation Act, SC 1993, c. 44, s. 1 to 9 and Parts I and III
- Northern Pipeline Act, RSC 1985, c. N 26
- Privileges and Immunities (NATO) Act, RSC 1985, c. P-24
- Prohibition of International Air Services Act, RSC 1985, c. P-25
- Rainy Lake Watershed Emergency Control Act, SC 1939, c. 33
- Revolving Funds Act, RSC 1985, c. R-8, s. 4
- Roosevelt Campobello International Park Commission Act, SC 1964-65, c. 19
- Skagit River Valley Treaty Implementation Act, SC 1984, c. 11
- Special Economic Measures Act, SC 1992, c. 17
- Special Import Measures Act, RSC 1985, c. S-15, Parts I.1 and II
- State Immunity Act, RSC 1985, c. S-18, ss. 9, 14, 15
- Teleglobe Canada Reorganization and Divestiture Act, SC 1987, c. 12, s. 8
- Territorial Sea and Fishing Zones Act, RSC 1985, c. T-8, except for s. 6
- The Geneva Conventions Act, RSC 1985, c. G-3, ss. 6, 9
- Treaties of Peace; Austria, Germany, SC 1919 (second session), c. 30; Bulgaria, SC 1920, c. 4; Hungary, SC 1922, c. 49, SC 1948, c. 71 and SC 1950, c. 50, s. 10; Italy, Romania, Finland, SC 1948, c. 71 and SC 1950, c. 50, s. 10; Japan, SC 1952, c. 50; Turkey, SC 1922, c. 49
- United Nations Act, RSC 1985, c. U-2
- World Trade Organization Agreement Implementation Act, SC 1994, c. 47, ss. 1 to 7 and Parts I and II

Organization

The Department has two Ministers (the Minister of Foreign Affairs and the Minister for International Trade) and three Secretaries of State (for Asia Pacific; for Latin America, Africa and la Francophonie; and for Central and Eastern Europe, and the Middle East). The responsibilities of the two Ministers extend beyond this Department: the Minister of Foreign Affairs

is also responsible for the International Development Research Centre, the International Joint Commission and the International Centre for Human Rights and Democratic Development. The Minister for International Trade is responsible for the Export Development Corporation, the Canadian Commercial Corporation, the North American Free Trade Agreement (NAFTA) Secretariat, and the Northern Pipeline Agency Canada.

Headquarters Organization

The Department is headquartered in Ottawa but operates throughout Canada via local and regional passport offices and through its network of trade commissioners in regional offices. Below the deputy minister level, the Department is organized by function, by geography and for corporate services at the assistant deputy minister level and is supported by the Legal Adviser and Planning Secretariat. There are special ambassadors, based in Ottawa, for special subjects such as Fisheries Conservation, the Environment, Air Negotiations and Circumpolar Affairs. The present headquarters structure came into effect in September 1996.

The functional Assistant Deputy Ministers (International Business and Communications; Trade, Economic and Environmental Policy; Global and Security Policy) are accountable for developing coherent, effective global policies and initiatives to achieve worldwide the objectives of the government's foreign policy. The geographic Assistant Deputy Ministers (Asia Pacific; Americas; Europe, Africa and the Middle East) are accountable for the implementation of objectives within their respective regions and ensuring that policies and initiatives are consistent with the development and maintenance of effective and coherent relationships between Canada and each country.

The Department is further divided into a number of bureau, as listed below alphabetically, each headed by a director general. The bureau, in turn, are separated into divisions, each under a director. There are also some divisions and work units that do not form parts of bureau. The acronym by which each major unit is known is shown after the name.

Missions abroad

Outside Canada, the Department operates through a network of 129 missions and 33 offices in 107 countries. Overseas representation also exits through a number of honorary consuls. Details of missions abroad can be found in the publication Canadian Representatives Abroad, issued annually.

Bilateral missions are accredited to specific countries. They include larger missions that provide a full range of services within the business line framework and smaller missions that specialize in specific services, including those of other government departments such as CIDA and Citizenship and Immigration Canada.

Multilateral missions serve Canadian interests in specific international organizations such as the World Trade Organization (WTO), the North Atlantic Treaty Organization (NATO), the United Nations (UN) and the U.N. Educational, Scientific and Cultural Organization (UNESCO), the Organization for Economic Cooperation and Development (OECD), the European Union (EU), and the Organization of American States (OAS). Missions also provide support to other government departments, including financial management, accommodation and property management, materiel management, communications, information management, personnel management of locally engaged staff, transportation and security.

Canadian Foreign Service Institute (CFSI)

The Institute plans and delivers training and development programs to Departmental employees. The programs are designed to improve the effectiveness of employees in the delivery of the Department's programs in Canada and internationally and to facilitate career development. They include training in official and foreign languages, intercultural effectiveness and a broad range of skills and practices related to DFAIT's business lines. Organizational development services are also provided to assist the Department in managing change.

Communications Bureau (BCD)

The Communications Bureau consists of the Foreign Policy and Corporate Communications

Division, the Trade Communications Division, the Media Relations Office, the Outreach Programs and E-Communications Division, the Communications Services Division and the Director General's Office.

The Bureau is responsible for increasing awareness and understanding of Canada's foreign policy and international trade agenda among domestic and foreign audiences. It is also responsible for explaining the role of the Department to Canadians and recently added an internal communications function in order to foster a more productive working environment and forum for ideas at headquarters and at missions abroad.

More specifically, the Communications Bureau provides quality communications advice and services to Ministers and officials on issues, events and initiatives. It also ensures that Canadian and foreign media, as well as other partners, groups and individuals, receive timely and accurate information about the Department and international issues of importance to Canada. The Bureau organizes speaking tours and other outreach programs and activities, provides the Department with public opinion research and analysis, co-ordinates advertising and publishing, and promotes public understanding of the historical aspects of Canada's foreign relations.

Consular Affairs Bureau (JPD)

The Consular Affairs Bureau, under the direction of a Director General, has the sole responsibility for the provision of assistance to and protection of Canadians in other countries. In carrying out that mandate, it operates through staff at Canadian missions abroad as well as through five headquarters divisions consisting of: Case Management, Emergency Services, Program Services, Informatics Services, and Communications and Training. The Bureau sets overall policy for the delivery of consular services, manages cases in cooperation with missions, establishes service standards, manages the cost recovery program, delivers passport and citizenship services overseas, manages the 24-hour, 7-days-a-week departmental/consular operations centre and ensures the application of the Vienna Convention on Consular Relations and related multilateral and bilateral agreements to its consular activities.

Corporate Finance, Planning and Systems Bureau (SMD)

This bureau is comprised of four divisions. The Planning, Program Analysis and Budgeting Division (SMP) provides analysis and advice to the Executive Committee on program planning and resource allocation matters; negotiates with central agencies the size of the Department's budget; coordinates the preparation of the Department's submissions to Treasury Board and its Estimates; prepares DFAIT's annual reports on Plans and Priorities and its Departmental Performance Report to Parliament. The division also coordinates the Department's strategic planning and conducts costing and financial analysis activities.

The Common Services Abroad, Planning and Coordination Division (SMC) provides strategic direction and planning of common services delivery to partner departments and co-locators at our missions abroad; coordinates and supports the implementation of the Framework for Managing Growth at Missions adopted by DFAIT in 2001; develops and negotiates memoranda of understanding (MOUs) with partner departments and co-locators; cost recovery from partner departments and co-locators, and coordination and promotion of the Modern Management initiative.

The International and Domestic Financial Division (SMF) is responsible for domestic and foreign operations for the Department as well as other government departments engaged in foreign operations; and for the operation of a centre of expertise dedicated to the management of service contracts for the department.

The Corporate Management Systems, Policy and Compensation Division (SMS) is responsible for the strategic direction, development, maintenance, training and support of systems utilized in the management of departmental resources including financial, human, and material management, including the Integrated Management System (IMS), PeopleSoft; HRMS, Salary Management System, and Business Intelligence; the administration of compensation and benefits for departmental employees; as well as the formulation and coordination of financial policy.

Economic Policy Bureau (EED)

The Bureau is responsible for the development and coordination of Canada's positions on international economic and development assistance issues, including G8 Economic Summits, the OECD and APEC. It is also responsible for research and

analysis of policy options on Canada's international trade and economic agenda. It consists of three divisions: International Economic Relations and Summit Division; Economic Relations with Developing Countries Division; and Trade and Economic Analysis Division.

Executive Services Bureau (DCD)

The objective of this Bureau is to provide dedicated, one-stop support to our two Ministers, and three Secretaries of State and the Deputy Ministers. It is composed of four divisions: DCL (Cabinet and Parliamentary Liaison); DCP (Access to Information and Privacy Protection); DCC (Ministerial Correspondence); and DCX (Executive Briefings).It also acts as a focal point on regulatory matters and policies, is responsible for preparing and disseminating the Forward Planning Document and acts as Secretariat to the Department's Executive Committee.

Export and Import Controls Bureau (EPD)

The authority to control the export and import of goods and technology through the Export and Imports Permits Act (EIPA) is the basis of the Bureau's foreign and domestic policy mandate. The Act sets out criteria to govern the inclusion of particular goods on an Export Control List and an Import Control List, and provides for the inclusion of particular countries on an Area Control List applicable to exports. Control over the flow of goods contained on these lists and to/from these destinations is effected through the issuance or denial of export and import permits. The Act delegates to the Minister of Foreign Affairs the discretion to grant or deny requests for permits, and thus confers on the Minister broad powers to control the flow of goods. The principal role of the Export and Import Controls Bureau is to manage Canada's export and import control regime. This it does through policy development; issue management; processing and issuance of permits; and multilateral and bilateral negotiations.

Geographic Bureau

For the conduct of external relations, the world has been divided among eight geographic bureau each under a director general. These are: Africa (GGD); Central, East and South Europe (RBD); European Union, North and West Europe (RWD); Latin America and Caribbean (LGD); Middle East, North Africa and Gulf States (GMD); North Asia and Pacific (PND); South and Southeast Asia (PSD); and North America (NAD).Each bureau is separated into divisions according to smaller geographic areas, and within the divisions, a country desk approach is normally used. The responsibilities and activities of the geographic bureau have much in common and are best described together.

Each bureau is responsible for the management and coordination of the full range of relations with its region. Included are the operations of the Canadian posts abroad in its area, their guidance and instruction, the on-going dialogue with them, and the provision and allocation of resources to them. Under the Department of Foreign Affairs and International Trade Act, a head of mission is defined as responsible for the management and direction of the mission and the supervision of the official activities of the various Canadian departments and agencies in the country in question.

The geographic bureau provide policy advice to Ministers, based on country and regional analysis, and generally are responsible for the handling of bilateral political and economic issues and trade policy with various parts of the world. Each bureau normally manages directly certain core DFAIT programs or "business lines"; for example, "international security and cooperation" or "international business development". In addition, the bureau – with its component divisions – coordinates the delivery within its area of other departmental business lines, including DFAIT's public affairs, consular and administrative programs, as well as the programs of other federal departments and agencies with major operations overseas. As the main point of contact for the Canadian business community, geographic divisions handle export promotion and country-specific market access issues. Most of them support tourist promotion activities in conjunction with the Canadian Tourism Commission, fairs and trade missions, investment development and science and technology cooperation. They also serve as a point of contact for non-governmental organizations with interests abroad and for foreign diplomatic missions based in Ottawa.

Global and Human Issues Bureau (AGD)

This Bureau is responsible for policy development and coordination of activity in issues which are transnational in nature and contribute to sustainable human development and human security. The Human Rights, Humanitarian Affairs and Women's Equality Division ensures

effective monitoring of human rights, women's equality issues world-wide and the effective integration of these considerations into all relevant aspects of bilateral and multilateral relations. It also coordinates the foreign policy aspects of humanitarian affairs and migration and refugee issues. The Aboriginal and Circumpolar Affairs Division manages aboriginal issues in Canada's multilateral and bilateral relations and is responsible for the implementation of the Northern Dimension of our Foreign Policy. The Bureau is responsible for the development of the Government's Human Security Policy and Programme covering five key thematic areas: Protection of Civilians, Peace Support Operations, Conflict Prevention, Governance and Accountability and Public Safety. The Bureau is also responsible for the follow up to the Report of the International Commission on Intervention and State Sovereignty, entitled "The Responsibility to Protect" which deals with the issue of humanitarian intervention. Aspects of social development, including children's issues, are the responsibility of this Bureau as is the implementation of the Young Professionals International Program.

Human Resources Operations Bureau (HRD)

HRD is responsible for human resources strategy implementation. The Bureau is concerned with department-wide policies on Staff Relations and also for classification, staffing and training for non-rotational employees, pensions and insurance plans for Locally-Engaged Staff.

Information Management and Technology Bureau (SXD)

The Bureau provides corporate information management and information technology services to the Department and to other government departments with operations abroad. Through MITNET, the Department's telecommunications service, it provides secure and unclassified voice, facsimile, and data transmission. Through SIGNET, its local and wide-area computer network, it supports e-mail and access to departmental data and applications for 8,800 Canadian and locally-engaged staff around the world, thereby supporting the production, retrieval and delivery of timely information to staff and outside clientele. The Bureau is responsible for the Department's electronic and conventional libraries and registries. In addition, the Bureau is responsible forfeit's involvement in Government-On-Line,. putting key departmental services for Canadians on-line. The Bureau provides the infrastructure supporting the various departmental web sites; these sites are already attracting 1 million visits a month, providing increased on-line public access to departmental information. As Chief Information Officer, the Bureau's Director-General also coordinates planning, standards and policies for all information management and technology operations across the Department.

International Business Development Branch (TBD/TCD)

Manages medium to long-term strategic planning for international business development (IBD); recommends appropriate allocation of IBD resources, both human and financial; coordinates the Team Canada trade missions led by the Prime Minister and the trade missions led by the Minister for International Trade; manages the Client Service Fund (CFS) which supports the international business development efforts of Canadian business; maintains the public InfoExport web site (www.infoexport.ca) which provides fast and easy access to hundreds of market studies and electronic service delivery; maintains the Virtual Trade Commissioner Web service which offer personalized on-line services for registered Trade Commissioner Service clients, including business and partner clients; designs and operates world-wide WIN/Client Management Services (as part of the Virtual Trade Commissioner project), encompassing sourcing, trade planning and client management tracking functions; markets the Trade Commissioner Service to the public using different mediums; provides client service guidelines, best practice tools, advice and training to help 500 trade officers at 140Canadian posts around the world facilitate the efforts of Canadian business abroad; measures the performance of the Trade Commissioner Service and seeks to continuously improve the service based on feedback from clients; manages an outreach program across the country to talk to Canadians and businesses about the benefits of international trade, inform them of trade opportunities abroad, and to explain how the Trade Commissioner Service can help firms interested in international business development; provides assistance to industry clients through: production and dissemination of country and region-specific market studies and partnerships with national industry associations; develops and implements policies, performance and service standards for the Trade Commissioner Service; negotiates and maintains federal-

provincial-territorial partnerships agreements; manages DFAIT's participation in Team Canada Inc (TCI), the entity responsible for government-wide management of International Business Development resources; manages Canada's Export Awards program which recognizes and celebrates international trade achievements of Canadian companies; provides input in the management of the Regional trade networks and plans through the International Trade Centres (ITCs); serves as DFAIT's focal point regarding the advancement of Canadian international science and technology (S& T) objectives; serves the export needs of SMEs as well as the special requirements of women, aboriginal and youth entrepreneurs; manages Canada's business development strategy for International Financial Institutions; manages use of Canada Account financing; is the focal point for the Export Development Corporation (EDC) and the Canadian Commercial Corporation (CCC); operates the International Business Opportunities Centre (IBOC) to direct solid trade leads to Canadian firms capable of filling overseas requirements; manages the International Business Development contributions to Government On-Line initiative including compliance related to Common Look and Feel Program; maintains the Doing Business with Canada site, a Government On-Line project, part of the non-Canadians gateway; manages the Program for Export Market Development (PEMD) in support of international business development initiatives of Canadian companies and industry associations; manages the agreement with Canadian Manufacturers and Exporters (2002-2004) to provide bursary for the Robert L. Richardson Trade Commissioner Service Award for Excellence in International Trade Studies; and coordinates the International Business Internship Program which is funded by the Canada/Atlantic Provinces Cooperation Agreement on International Business Development and participating companies.

International Cultural Relations Bureau (ACD)

This Bureau promotes Canada abroad and helps achieve foreign policy and trade objectives by assisting Canadian scholars and artists to undertake international activities. In cooperation with the Canadian cultural and education industries the bureau provides assistance by promoting and facilitating the exports of cultural goods and services and education services. It is responsible for promoting Canadian Studies abroad; monitoring and coordinating Canadian representation at international education conferences; supporting international youth and cultural personalities exchange; and promoting abroad Canadian education and training goods and services. It provides funding for international tours by Canadian performing artists, writers and film directors, supports exhibitions abroad of Canadian visual art at leading museums and galleries and important international biennials. It also provides support to Canadian missions abroad in delivering cultural services. Information on Bureau programs and activities may be found on the Internet at: www.dfait-maeci.gc.ca.

International Environmental Affairs Bureau (AED)

This Bureau's mission is to defend and advance Canada's international interest in the environment, conservation, non-nuclear energy and sustainable development. It focuses on issues with multilateral and regional dimensions and those arising in multilateral and regional fora. The Bureau has international responsibility for issues relating to climate change, sustainable forest management, trade and the environment, hazardous and toxic substances, desertification, human settlements, biological diversity, biosafety, genetic resources for food and agriculture, air and marine pollution, whaling, and non-Canada-USA freshwater. To achieve progress in this area of responsibility the Bureau works with major international environmental and sustainable development organizations. It also recommends and oversees funding where appropriate. Domestically, the Bureau works toward agreement and productive partnerships with other government departments, agencies and non-governmental environmental, non-nuclear energy, developmental and business organizations. It prepares and monitors implementation of the Department's Sustainable Development Strategy and provides advice and assistance in the areas of environmental assessment and the greening of departmental operations both in Canada and at the 162 missions abroad. Information on Bureau programs and activities may be found on the Internet at: www.dfait-maeci.gc.ca/sustain/

International Organizations Bureau (IMD)

This Bureau coordinates Canada's participation in the United Nations and most of the specialized agencies and institutions that form part of the UN system. It is also responsible for coordinating Canada's multilateral relations with the

Commonwealth and Canada's role and activities in la Francophonie.

International Security Bureau (IDD)

The International Security Bureau is the focal point of the Department's efforts to promote the Government's foreign policy objective of protecting Canadian security, within a stable global framework. The Bureau encompasses policy and operational responsibilities for non-proliferation, arms control and disarmament; regional security and peacekeeping; nuclear safety; North American and Euro-Atlantic security and defense relations.

Legal Affairs Bureau (JCD)

The main functions of the Legal Affairs Bureau are to promote the development of international law and dispute settlement mechanisms as instruments for peaceful change and the effective conduct of Canada's international relations. The areas of priority are: international peace and security, state sovereignty and extraterritoriality, human rights law, international criminal law, environmental law, law of the sea, and services to the public.

Office of Protocol (XDX)

The Chief of Protocol is the principal point of contact between the Government of Canada and foreign representatives accredited to Canada. The Office of Protocol is responsible for the accreditation and appointment of foreign diplomatic and consular representatives to Canada and of Canadian heads of diplomatic and consular missions to other countries. The Office manages all questions of privileges and immunities in respect to both foreign representatives in Canada and Canadian representatives abroad, as set out in the Foreign Missions and International Organizations Act, the State Immunity Act and the Vienna Conventions on Diplomatic and Consular Relations. The Office plans, organizes and manages state and official visits to Canada and participates in the logistical planning and conduct of travel abroad by the Governor General, the Prime Minister, the Minister of Foreign Affairs and the Minister for International Trade. The Office also organizes, arranges, and manages official hospitality functions for the Prime Minister, ministers and senior officials of this and other departments at Foreign Affairs Headquarters, at 7 Rideau Gate, the official Government guest house, and elsewhere in Canada and abroad.

Office of the Inspector General and Internal Audit and Evaluation (SIX)

The office of the Inspector General (OIG) serves senior management of the Department by conducting a range of independent reviews, including Audits and Evaluations, at headquarters and Missions. Its purpose is to encourage accountability and improvements in Departmental management of processes and operations. The OIG's principal information holdings are reports of reviews performed.

Passport Office (JWD)

The Passport Office, a Special Operating Agency of the Department of Foreign Affairs & International Trade, finances its operations entirely from the fees generated by passport services. Its administrative headquarters are located in Hull. The agency operates issuing offices (mail and personal service) in Hull and personal service counters at 29 regional offices across Canada. It also develops, promulgates, and monitors entitlement and issuance policies and procedures for application within Canada as well as at missions abroad.

Personnel Management Bureau (HPD)

The Bureau is concerned with the management of the Department's human resources through the recruitment, assignment, and promotion processes as these principally affect rotational personnel. It is also responsible for the negotiation and administration of the Foreign Service Directives, spousal issues, and all questions concerning the relocation of personnel in and out of Ottawa.

Physical Resources Bureau (SRD)

The Bureau, another Special Operating Agency, is responsible for the Department's Long Term Capital Program, including property renovations, construction, purchases and disposals as well as Chancery and Official Residence lease renewals and moves. The Bureau develops and interprets property and materiel policy, coordinates property program planning, and provides a broad range of maintenance, interior design, purchasing, and shipping services for missions. The Bureau also provides administrative services in the areas of materiel management, accommodation, mail and distribution services .

Policy Planning (CPD)

The Planning Secretariat provides general as well as specialized policy support to the Department. It is responsible for ensuring consistency and

coherence across the whole range of Canadian foreign policy through the analysis, evaluation and development of policy, and by carrying out a number of specific policy tasks. The Secretariat feeds into the priority setting process of the Department by organizing Policy Board meetings held at the ADM level. Through its coordination of cross-cutting policy exercises, the Policy Planning group ensures that Canadian foreign policy reflects global realities and government objectives. The Secretariat also coordinates the briefing material for the transition of Ministers and Deputy Ministers. The Secretariat elaborates departmental crisis management strategies for major events with a policy impact such as the events of September 11th, as well as undertaking the review of priorities and resources in such instances. In addition, the Secretariat organizes several outreach functions such as the annual Ministerial retreat, briefing students and hosting various other roundtables and conferences. Within the Secretariat there are three units. The Policy Planning Division has special responsibility for the coordination of political input for the G8 Foreign Ministers' meetings. The Policy Coordination Division focuses, in particular, on trade and economic policy and its links to Canadian foreign policy, and also assesses and advises on how best to align the Department's international priorities and activities to Canada's economic and social agenda at home. The third unit, the Canadian Centre for Foreign Policy Development manages a program to engage Canadians on foreign policy issues and policy development, contributing financially to public project proposals, commissioning policy options papers, organizing events and roundtables and publishing project reports, papers and teaching aids. It also organizes an annual National Forum on Canada's international relations.

Security and Intelligence Bureau (ISD)

This Bureau is responsible for providing timely and critical intelligence on world events, assuring the protection of Canadian personnel and their families, safeguarding government premises and assets and the promotion and protection of Canadian national interests. The Bureau is also responsible, as the National Security Authority, for overseeing the security of all civilian NATO classified matter conveyed to Canada and for departmental Communication Security (COMSEC). The Foreign Intelligence Division provides, inter alia, information support for Department operations and ensures the coordination of intelligence activities with other Canadian agencies and foreign governments. The security divisions are responsible for all aspects of physical and technical security and personal safety at headquarters and abroad. This includes the security of buildings, information and information technology, security measures at headquarters and abroad, personnel security, clearances, investigations and security education and awareness.

Senior Coordinator for Federal-Provincial-Territorial Relations (CFD)

The Bureau is responsible for coordinating the Department's relationships with Canada's provincial/territorial governments on international issues. The Bureau negotiates agreements with the provinces concerning their formal relationship to the Department and coordinates support to the provinces prior to visits abroad by provincial/territorial government leaders. It also advises on issues touching on provincial/territorial government relations with international governmental organizations, and with visiting foreign leaders. It represents the Department in consultations and negotiations with the other government departments and provincial/territorial authorities, as required, on questions which may impact on federal-provincial-territorial relations. The Bureau is responsible for the international dimensions of Canadian federalism and, in this context, is the principal point of contact for the Forum of Federations. It also advises on the expenditure of specific grants and contributions funds which impact on attachment to Canada, and perceptions abroad of Canada as a strong united country. Through its work on international issues, the Bureau also supports the Government's strategic objectives, including national unity.

Trade Law Bureau (JLT)

The Trade Law Bureau handles information on legal aspects of Canada's international trade agreements and related matters including the General Agreement on Trade and Tariffs (GATT), the World Trade Organization (WTO), the Canada-US Free Trade Agreement, the North American Free Trade Agreement (NAFTA) and the Canada-Chile Free Trade Agreement. This bureau is also responsible for international dispute settlements under Chapters 11, 14, 19 and 20 of the NAFTA and Chapters 18 and 19 of the FTA, the GATT and WTO. As well, it deals with all legal issues related to trade in goods and services (e.g. transportation, communications, energy, professional services),

agriculture, environment, trade sanctions, boycotts, private commercial arbitration, investment and international organizations).

Trade Policy I: General Trade Policy Bureau (EAD) – Trade Policy II: Services, Investment and Intellectual Property Bureau (EBD)

These two Bureau work closely together and collectively are responsible for all aspects of Canadian trade policy, including the management of trade disputes.

Trade Policy Bureau I is responsible for maintaining a broad oversight of issues related to trade in goods. The Director General of Trade Policy Bureau I also serves as Canada's Coordinator for the North American Free Trade Agreement (NAFTA) and is responsible for managing Canada's participation in the NAFTA and its institutions. In addition, the Director General is responsible for the negotiation and/or oversight of regional and bilateral trade agreements, including the Free Trade Agreement of the Americas (FTAA), the Canada-Singapore and Canada-Central America Agreements, as well as for the ongoing management of bilateral trade agreements with Chile, Israel and Costa Rica. The Director General also serves as Chief Negotiator for free trade negotiations with the European Free Trade Association(EFTA).

Trade Policy Bureau II is responsible for maintaining a broad oversight of issues related to trade in services, as well as for the so-called new issues in international trade – culture, intellectual property, new technologies, electronic commerce, telecommunications, investment, competition, government procurement and corporate social responsibility. The Director General of Trade Policy Bureau II also maintains an overview of Canada's participation in the World Trade Organization (WTO) and the trade-related work of the Organization for Economic Cooperation and Development (OECD).

The Trade Policy Bureau I is comprised of the following four divisions: Regional Trade Policy; Trade Remedies; Technical Barriers and Regulations; and Tariffs and Market Access. The Trade Policy Bureau II also five divisions; Investment Trade Policy; Information and Technology Trade Policy; Services Trade Policy; Multilateral Trade Policy and Trade Policy Consultations and Liaison. This last division supports the work of industry Sector Advisory Committees on International Trade (SAGITs), coordinates a permanent forum for consultations with the provinces and assists other divisions in the planning and conduct of public consultation processes.

Information Holdings

Program Records

Academic Relations
Description: Administration of awards, scholarships, and fellowships offered by the Canadian government to nationals of certain countries; administration of international Canadian Studies programs, relations with foreign and Canadian academics and educational institutions, international coordination of youth exchange programs; management of international educational interests multilaterally or bilaterally in cooperation with the Council of Ministers of Education, Canada; international marketing of educational goods and services.
Topics: Policy and plans; reports and statistics; treaties and agreements; organizations and conferences; legislation and regulations; visits, exchange of persons; fairs and exhibitions; trade; universities; colleges; education associations; awards, scholarships, fellowships; assistance to Canadian firms and institutions.
Program Record Number: FAI ACD 150

Agri-Food, Fish and Resource Products
Description: This class covers information relating to the production and marketing, nationally and internationally, of agricultural, fish, processed food, forest, mining and chemical products, including world market situations and the general economic development of such Canadian industries. Also included is the Bureau's involvement with various associations and organizations from the public and private sectors and other countries; trade missions, visits, trade fairs, grants, loans and contributions and programs designed to assist the industries in the development and marketing of their products.
Topics: Agricultural products; feed; fresh fruits and vegetables; pulses; seeds; tobacco; livestock; meat; dairy products; grocery products; baked goods; beverages; processed foods; fur products; international commodities; lumber; plywood; panel products; timber frame construction; log homes; pulp and paper; ferrous and non-ferrous metals; peat moss; ceramic materials; metal powders; asbestos; potash; chemical fertilizers; pesticides; pharmaceuticals; biological reagents; synthetic

resins; polymers; industrial chemicals; adhesives.
Program Record Number: FAI TBD 035

Agriculture and Commodity Policy
Description: Information on international aspects of agricultural trade policy and international commodity agreements.
Topics: Agricultural industry; food and agriculture; commodity trade; policy and plans; organizations and conferences; treaties and agreements; schools and training; visits.
Program Record Number: FAI EAD 070

Arts Promotion
Description: Information on the promotion of cultural relations between Canada and other countries and on international cultural policy issues and programs.
Topics: Policy and plans; reports and statistics; treaties and agreements; organizations and conferences; legislation and regulations; visits; fairs and exhibitions; cultural centres; cultural information; book presentations; libraries and literature; architecture; visual arts; performing arts; culture and history.
Program Record Number: FAI ACD 155

Canadian Foreign Service Institute
Description: Information on training and professional development programs, including needs analysis, curricula, course materials, resource and general research information.
Topics: Current policy and practice in the work of entry-level officers, supervisors, mid-level officers, heads of mission, and administrative and technical staff; foreign and official language training; leadership training; intercultural training; general administration training; information management and technology training; financial, property and personnel management training; distance learning; management of training budgets and training facilities; performance measurement.
Program Record Number: FAI CFS 173

Capital Projects and Secondary Industries
Description: Information on International Financial Institution and capital projects. On federal policies and issues relating to international marketing and export trade development. Information on government education, training and counseling programs for companies interested in international markets as well as on international business studies at Canadian universities. A wide array of sectoral and country-based market studies and reports. Federal government incentive and assistance programs related to export marketing. Information on international transportation services. Information on the development of export marketing strategies. Program for Export Market Development (PEMD) and industry associations. Canadian Commercial Corporation, Export Development Corporation and export financing. Canada Export Awards and International Trade Centres. Most of the above information along with a wide variety of other useful documents are available through the InfoExport website using the "search" mechanism www.infoexport.gc.ca.
Program Record Number: FAI TCD 040

Commonwealth
Description: Information on the organizational structure and inter-governmental meetings of the Commonwealth and on Canada's participation in Commonwealth programs and activities.
Topics: Policy development; membership; Heads of Government meetings; inter-governmental conferences; secretariat; Commonwealth ministerial meetings and conferences; functional co-operation and the activities of non-governmental organizations.
Program Record Number: FAI IMD 120

Consular Operations
Description: Information on Canadian consular operations.
Topics: Policy and plans; reports and statistics; treaties and agreements; organizations and conferences; legislation and regulations; fee collection and control; services on behalf of other countries; services as a protecting power; registration of nationals; emergency evacuation; government benefits and services; assistance to nationals; assistance through local authorities; offenses, arrests, detentions, conscription of Canadians abroad; merchant vessels and seamen, commercial aircraft and airmen, military personnel, veterans; social security; prisoners of war and civilian internees; death and estates, reunification of families; and visa registration.
Program Record Number: FAI JPD 024

Consular Policy
Description: Information on Canadian consular policy matters.
Topics: Policy and plans; reports and statistics; treaties and agreements; organizations and conferences; legislation and regulations; extension of services abroad; social security plans; immigration and citizenship matters; enquiries and complaints; consular conventions and understandings; diplomatic and official visas; coordination of consular programs for posts abroad; consular training; honourary consuls;

shipping and seamen; transfer of offenders; deportation; and travel industry.
Program Record Number: FAI JPD 023

Criminal, Security and Treaty Law
Description: Information on privileges and immunities, questions of public and private international law and treaties.
Topics: Judicial and legal services; authentication and notarial acts; diplomatic and consular privileges and immunities; consular questions; sovereign immunity; recognition of states; passport matters; security matters; transfer of offenders; narcotics control; transborder police operations; extradition; international aspects of child napping; private international law; maintenance orders; letters rogatory; depositions; service of documents; treaty negotiation, interpretation, registers, procedures and publication; transnational organised crime; international migration; terrorism; disarmament.
Program Record Number: FAI JCD 020

Cultural Industries Promotion
Description: Support for and promotion of export trade interests of Canadian exporters of cultural goods and services.
Topics: Plans; reports and statistics; treaties and agreements; PEMD- Trade Association program for cultural industries; market studies; association information; internet site; visits, fairs, missions; sector information: aboriginal cultural industries; book publishing; sound recording; multimedia; visual art; craft; museum goods and services; film, broadcasting, television; contact information.
Program Record Number: FAI ACD 160

Defence Programs and Advanced Technology
Description: This class covers information concerning the policies and procedures on the industrial and trade aspects of high technology and defence programs.
Topics: Marine Products and Services; onboard electronics; aircraft; civilian and military aircraft components systems; missile systems; avionics; space-based radar; satellites; 'Build to print'; security; nuclear, biological, and chemical (NBC) defence products; cold weather clothing; vehicles; weapons and ammunition; aircraft R & O and finishing; civilian and defence applications for computer-based technologies, telecommunications/ data communications; remote sensing; industrial process controls; electronic components; geological and geophysical instrumentation; test and laboratory equipment; electronics; Canada/ U.S. Defence Production and Development Sharing Agreements; Research, Development, and Production Agreements with European countries; Defence Economic Relations; Access to U.S. Defence Procurement; Assistance to Canadian companies in defence related exports; North American Defence Industrial Base Organization; NATO industrial Advisory Group and other infrastructure procurement; Bilateral science and technology (S&T) agreements; liaison with U.N. Agencies, OECD, VIASA, and other multilateral organizations on science; space policy collaboration and marketing; international aspects of S&T related to telecommunications, information technologies, advanced industrial materials, Arctic science and biotechnology; international activities on large science projects; administration of the 'Technology Inflow Program'.
Program Record Number: FAI TBD 046

Defence Relations
Description: Information on the development and coordination of Canadian foreign and defence policies on issues such as NATO, NORAD and other North American defence issues.
Topics: Policy and plans; reports and statistics; treaties and agreements; organizations and conferences; visits; Canadian forces, foreign forces, defence authorities; visiting forces; bilateral relations — Canada; bilateral relations — other countries; armed forces — policy and procedures, coordination personnel, navy, army, air force, paramilitary forces, uniforms and insignia, decorations, colleges and courses, commemorations and war graves, welfare and entertainment, non military activities; conventional and nuclear armaments; peacekeeping; defence research; military information; air defence systems; manoeuvres and exercises; bases, installations and related activities; military transportation; communications; military assistance; mobilization for war; outer space.
Program Record Number: FAI IDD 130

Domestic Communications
Description: Information and outreach activities and materials used to inform Canadians about Canada's foreign policy, international trade relations and the role of the Department.
Topics: International affairs awareness; issue and program support; communications plans and strategies; outreach programs; internal reports and public opinion research; requests for information on foreign and trade policy communications; publications; ministerial speeches; media

monitoring and analysis, domestic advertising, speaking notes; and press/information kits.
Program Record Number: FAI BCD 170

Economic Relations with Developing Countries
Description: Information on international economic development, Canada's policy on development assistance and trade policy involving developing countries.
Topics: Policy, plans and programs; reports and statistics; treaties and agreements; organizations and conferences; legislation; international coordination; project assistance; non-project assistance; technical assistance; food aid; debt; non-governmental organizations.
Program Record Number: FAI EED 090

Energy and nuclear
Description: Information on questions and negotiations concerning conventional and new forms of energy; international energy policy coordination; nuclear energy, safeguards, international nuclear energy policy coordination, and economic and commercial development.
Topics: Policy and plans; reports and statistics, co-operation and agreements; organizations and conferences; legislation and regulations; visits; electricity; petroleum and natural gas; conservation; coal; energy research and development; IAEA co-operation; technical assistance and information; research and development; safeguards; export and import; safety standards.
Program Record Number: FAI IDD 100

Environment
Description: Canadian and international policy and activities in the field of the environment.
Topics: Policy and plans; reports and statistics; treaties and agreements, organizations and conferences, including the United Nations Conference on Environment and Development, and subsequent events; legislation and regulations; visits; environmental research and development; protection of nature; wildlife and aquatics; prevention of diseases; social development; pollution; pollution by industry; pollution by radiation; land spoliation; air, water and transportation pollution.
Program Record Number: FAI ESD 095

Export and Import Controls
Description: Information relating to government administration of the Export and Import Permits Act and any other related acts and regulations; the Bureau's activities and involvement with individual companies and customs brokers licensed by CCRA in the area of export and import quotas and market restraints; the Bureau's activities in the control of imported and exported commodities; and its dealings with concerned government and non-government agencies.
Topics: Legislative acts; consultations and negotiations, country agreements, permits and certificates, violations and prosecutions; companies; general correspondence; commodities; policy, injurious imports; textiles, clothing; steels; agricultural products; softwood lumber products; electronic products; other exported items; associations and general economic data; countries; government departments and agencies; associations, statistics and correspondence.
Program Record Number: FAI EPD 110

Export Development Programs and Services
Description: Information on issues in the international marketing area. Also included is information on federal government programs of export education assistance to business and to export education activities and international business studies at Canadian universities; information on the activities of the federal government in gathering and disseminating market intelligence; information on the development of export marketing strategies for particular foreign country markets; federal government incentive and assistance programs related to export marketing; information on the activities of trading houses; information on international transportation services; information on the development of export marketing strategies; information on future and pass Team Canada missions.
Topics: International marketing strategy, co-operation and liaison; export marketing education; foreign market intelligence; export marketing planning and co-operation; market strategy; programs; Export Trade Month, Export Awards Program, trading houses; policies and plans in the field of transport; activities related to export development; trade development; International Trade Centres; trade information systems including WIN Exports and PEMD.
Program Record Number: FAI TCD 032

External Communications
Description: Information materials on Canada sent to other countries, including information on Canadian government policies and programs.
Topics: Outreach programs to promote Canada abroad, policy and plans; reports and statistics; visitors to Canada programs; requests for information; publications; exhibits and displays; films, recordings, transcripts radio

and television programs; promotion and publicity; timely information to posts; and celebrations of anniversaries and international events.
Program Record Number: FAI BCD 175

Federal-Provincial-Territorial Relations
Description: Information on the context, objectives and priorities of Canadian foreign policy, economic and trade interests to the provinces/territories; reviews and edits the negotiations between the provinces/territories and foreign governments on Memoranda of Understanding or agreements in areas such as trade and investment, the environment, la Francophonie, international education and other issues of interests to provincial/territorial governments; the national unity issue as it affects Canada's foreign policy and international relations; the day-to-day functioning of Canada's governments that they harmonize federal and provincial/territorial governments interests; advise and support departmental policies and guidelines for the visits abroad of federal-provincial-territorial representatives visiting Canada.
Topics: Policy; surveys and reports; treaties and agreements; organizations and conferences; legislation; flow of information to the provinces/territories and municipalities; visits abroad of provincial-territorial government personalities; foreign visitors to Canada; provincial representatives in offices abroad; Forum of Federations.
Program Record Number: FAI CFD 003

Foreign Intelligence
Description: Information on foreign political and economic intelligence from other federal departments and agencies, the public media, foreign governments, international organizations and other sources that provides a basis for policy formulation on matters affecting Canada's interests.
Topics: Political affairs; policy and plans; reports and studies; agreements; organizations and conferences; legislation and regulations; visits; international associations and private organizations; release of information; foreign political parties; foreign personalities; special clearances; liaison arrangements; interviews with Canadian residents.
Program Record Number: FAI ISD 135

Foreign Policy Communications
Description: Information and outreach programs and activities to promote Canadian foreign policy domestically and internationally, both to the media and the public, in Canada and abroad.
Topics: Communications strategies and plans; outreach programs; media briefing books; media kits; news releases; speeches; news conferences; background and technical briefings.
Program Record Number: FAI BCD 105

Francophonie Affairs
Description: Information on the multilateral aspects of Canada's relations with French-speaking countries and all institutions of the international Francophonie; formulation and implementation of Canadian policy; coordination of the Canadian contribution to their aid and exchange programs, as well as the establishment and coordination of Canadian participation in various meetings of an official or semi-official nature; intergovernmental conferences; international associations and private organizations.
Topics: Policy and plans; reports and statistics; treaties and agreements; orientation and development; admission and participation; attitudes of non-member countries; international conferences; secretariat; intergovernmental agencies and private associations; programs and activities; documentation and studies; aid and development; culture and information; science and technology; education and youth exchange.
Program Record Number: FAI IMD 121

GATT Affairs
Description: Information on the coordination and management of Canada's participation in the General Agreement on Tariffs and Trade.
Topics: Policy; charter; relations; membership; secretariat; financing; public relations; documents; sessions; council meetings; multilateral trade negotiations.
Program Record Number: FAI EAD 065

Geographic Branches
Description: Information on the formulation and conduct of Canadian policy; the supervision of operations of the diplomatic and consular posts and Canada's relations with the country in which it is situated; bilateral matters involving diplomatic missions of other countries in Canada and policy advice; information on the activities of the branches and involvement with the public and private sectors in Canada's trade relations; the drawing up and negotiating of bilateral and multilateral agreements, acts, regulations, quotas and standards pertaining to Canada's foreign trade.

Topics: Policy and background; trends in global, international and national affairs; Canadian external policy and relations; foreign policy trends; internal policy trends; guidance to heads of post; anti-terrorism; ethnic conflict; health and other domestic priorities; reports and statistics; tour reports; treaties and agreements; organizations and conferences; laws; national historical outlines; nationalism; visits; peace and non-aggression; intervention and non-intervention; dependent territories; colonialism and imperialism; interim control and surveillance; independence and recognition; political asylum; government, constitution, head of state, cabinet, legislature, judiciary, administration; national symbols; church-state relations; political parties, non-party groups and elections; provincial and municipal affairs; communism; internal security forces; political prisoners; subversion and espionage; demonstrations and riots; coups d'état; disputes and incidents; economic relations; development assistance; bilateral environmental and energy questions; transboundary issues such as pollution; trade relations; exchange of information for the trade sector; international trade relations; associations; clubs and societies; commodities; companies; conferences, seminars, conventions and meetings; committees; co-operation and liaison; economic and political conditions; environmental conditions; international organizations; taxation and taxes; tourism; transportation; acts, legislation and regulations, food and drug regulations; marketing and labeling acts; standards; agreements; customs and tariffs; financing and aid; Canadian banks and financial institutions; contracts and tenders; development banks; foreign banks and financial institutions; government financing and aid; investment; international trade; assistance to exporters and importers; Canadian capabilities and competitiveness; Canadian trade; industrial co-operation; joint ventures; international economic boycotts; programs; good governance, democracy, and respect for human rights; selective identification systems for multilateral project opportunities; overseas projects; third country operations; fairs and exhibitions; missions and visitors.
Program Record Number: FAI DMA 025

Industrial Trade Policy
Description: Information on trade relations and policies as they relate to domestic industrial policy.
Topics: Transportation equipment including the importation of automobiles, capital and consumer goods, pharmaceutical and health care products.
Program Record Number: FAI EAD 075

Internal Communications
Description: Media analysis and communications materials on foreign affairs activities, issues and events, including incoming and out-going visits.
Topics: Commissioned polling; media analysis on foreign and domestic events including delegations (e.g., Team Canada); media monitoring; communications plans; Qs and As; briefing books
Program Record Number: FAI BCD 075

International Economic Relations
Description: Information on international and domestic studies; trends and conditions; discussions on international economic policy and relations; macro—economic questions; OECD and APEC activities and Economic Summits; East—West multilateral economic issues, including the EBRD and Economic Commission for Europe.
Topics: Policy and plans; reports and statistics; treaties and agreements; organizations and conferences; legislation and regulations; visits; budgets; regional economic groupings.
Program Record Number: EAC EED 080

International Environmental Affairs Bureau
Description: Canadian, regional and global issues, policy and activities in the field of the environment, conservation, non-nuclear energy and sustainable development and the environmental assessment of departmental policies and projects and the "greening" of departmental operations.
Topics: Policies and plans; reports and statistics; regional and global issues, agreements, organizations and conferences, including the UN Environmental Program, UN Commission on Sustainable Development, WTO Committee on Trade and Environment, OECD, North American Commission on Environmental Cooperation; International Energy Agency, UN Framework Convention on Climate Change/ Kyoto Protocol and the Convention on Biological Diversity with exception of commercial fisheries and nuclear energy
Program Record Number: FAI AED 095

International Finance
Description: Information on international finance and monetary matters, the activities of public and private agencies in the field of banking, investment and insurance.
Topics: Policy and plans; reports and statistics; treaties and agreements; organizations and conferences; legislation and regulations; visits; taxation; public debt; currency; foreign exchange

and payments; capital movements; banking; gold; insurance; domestic investment; foreign investment; control of assets; companies and co-operatives; industrial property; multinational enterprises.
Program Record Number: FAI EAD 085

Investment — General
Description: General information pertaining to investment development, promotion and services activities; general and specific projects committees, conferences, meetings, communications and plans relating to responsibilities carried on by the Investment Bureau.
Topics: Market Guides; Parinvest; Infoplace Data Base; success stories; Domestic and International Development Plans; Federal, Provincial, Municipal and International government programs Brokerage/ Matchmaking; Alternative Canadian Buyers; Information and Training Sessions; Information Dissemination/Data Base; Contact List/Networking; Seminars, Conventions; Policies and Procedures; Canadian Edge; Canadian apparel.
Program Record Number: FAI EAD 180

Investment — Marketing
Description: General correspondence and information regarding communications and advertising at the foreign and domestic levels.
Topics: Communications strategies for Canada and abroad; general and sector targeted advertisements in business magazines, trade journals, periodicals and newspapers; publicity through exhibits, fairs and displays; Investment Canada and investment development program publications; speeches; contracts; external publications; international advertising campaign.
Access: Files arranged by name of publication and subject.
Program Record Number: FAI EAD 195

Investment Co-operation and Liaison — Federal
Description: Consultations with other federal departments and agencies on matters pertaining to investment and the development and promotion of investment.
Topics: Procedures for consultation with other federal departments; federal industrial and economic policies and initiatives; departmental responses concerning the Investment Canada Act; views on federal initiatives that may affect investment or Investment Canada activities.
Access: Files arranged by department or agency.
Program Record Number: FAI EAD 165

Investment Co-operation and Liaison — General
Description: Co-operation and liaison activities of an administrative nature with outside organizations, municipalities, corporations, companies, agencies and universities.
Topics: Proceedings; minutes; annual reports; financial statements and membership fees relating to associations, clubs, federations, etc.
Access: Files arranged by organization.
Program Record Number: FAI EAD 174

Investment Co operation and Liaison — Provincial
Description: Consultation with the provinces and territories on matters pertaining to the development and promotion of investment.
Topics: Procedures for consultation with the provinces and territories; provincial and territorial laws and regulations affecting investment; provincial and territorial industrial and economic policies and objectives.
Access: Files arranged by province or territory.
Program Record Number: FAI EAD 170

Investment Promotion — Programs
Description: Information on promotional program activities throughout the world.
Topics: General; promotional plans and activities in markets in Europe, U.S.A., Pacific Rim, Latin America, Middle East, as well as other areas of the world; specific projects in geographic intelligence service; financing and alliances; promoting investment in Canada's telecommunications, microelectronics and medical devices industries; R&D tax credits and inter-provincial competition for investment.
Access: Files arranged by geographic area or project.
Program Record Number: FAI TBD 200

Investment Promotion — Prospecting
Description: Information and correspondence pertaining to the promotion of investment in Canadian high-technology sectors.
Topics: General; associations and companies in the area of industrial materials; studies and specific projects in advanced industrial materials; biotechnology industry; environmental technology; information technology; Canadian laser based opto-electronics industry; geomatics; First Choice software, Italian plastics, Japanese subsidiaries in Canada; ocean industry; food packaging.
Access: Files arranged by association or company name, specific issue, material or project.
Program Record Number: FAI TBD 202

Investment Promotion — Specific Events
Description: Correspondence relating to the general administration of events; requests for participation by the Minister and officials of Investment Canada in conferences, seminars, trade fairs and visits of foreign delegates in which investment in Canada is a topic, including speeches by the Minister and senior Investment Canada officials.
Topics: General; calendars and special events; inventory of speakers; speaking engagements; missions and incoming visits in Canada, U.S.A., Europe, Pacific Rim; Middle East, as well as other areas of the world.
Access: Files arranged by geographic area and subject.
Program Record Number: FAI TBD 205

Investor Services — Inquiries
Description: Correspondence, work in progress, memoranda, etc., relating to specific inquiries from Canadian, European, American, Pacific Rim and Middle Eastern companies and companies in the rest of the world.
Topics: Canadian investment opportunities; how to do business in Canada; financial incentive programs; access to capital or transfers of technology.
Access: Files arranged primarily by name of company and location or by topic.
Program Record Number: FAI TBD 185

Multilateral Trade Negotiations
Description: Information on multilateral trade agreements, principally the negotiation of a round of multilateral trade negotiations under the GATT.
Topics: GATT; investment issues; procurement; provincial involvement; reports and statistics; multilateral trade negotiations; conferences; issues; markets; regions; sectors.
Program Record Number: FAI EAD 002

Non-Proliferation, Arms Control and Disarmament (NACD)
Description: Information on various issues involved in formulating advice and recommendations on NACD policy and positions.
Topics: Policy and positions; reports and statistics; public opinion in Canada, public opinion abroad; treaties and agreements; international organizations and conferences; legislation and regulations; measures; plans and proposals; compliance and verification, including aerial inspection; cut-off, use and transfer of fissionable material; reduction and elimination of nuclear weapons and nuclear weapons carriers; reduction and elimination of chemical and biological weapons (CBW); reduction of conventional armaments and armed forces; security aspects of outer space; reduction of the risk of war; denuclearized and other weapons-free zones; comprehensive test ban treaty and suspension of nuclear tests; nuclear war; legal aspects; and economic and social consequences; small arms and light weapons; NACD-related confidence building and transparency measures; regional NACD issues; NACD-related UN operations; missile non-proliferation; arms-related international export control regimes; NACD consultations with civil society on nuclear and related issues; international security research and outreach program.
Program Record Number: FAI IDD 125

Oceans and Environmental Law
Description: Information on law of the sea, maritime and fisheries related legal questions and environmental law issues.
Topics: Territorial and high seas matters; fisheries agreements; maritime boundaries; marine scientific research; the Law of the Sea; continental shelf; international seabed area; Arctic sovereignty; marine environmental protection and preservation; offshore oil and hydrocarbon exploration; international environmental law (climate change, biodiversity, emission controls, transboundary transportation of hazardous waste, long range transboundary air pollution, desertification, transboundary environmental impact assessment); the Commission on Environmental Cooperation under the NAAEC; the International Joint Commission concerning Canada/US boundary waters issues.
Program Record Number: FAI JCD 010

Office of Protocol
Description: Information on the accreditation and appointment of foreign and Commonwealth representatives to Canada and of Canadian representatives to other countries; diplomatic privileges and immunities; and the planning, organization and management of state and official visits to Canada.
Topics: Diplomatic representation; policy and plans; reports and statistics; treaties and agreements; organizations and conferences; legislation and regulations; status and precedence; accreditation; privileges and immunities; privileges and immunities abroad; Canadian representatives abroad — heads of post, consular officers, special envoys; foreign representatives in Canada — heads of post, political advisors, military advisors, commercial advisors, special advisors; consular

officers and trade commissioners; provincial representatives abroad; diplomatic and consular lists; ceremonials; honours and awards; hospitality and security of foreign diplomatic missions in Canada
Program Record Number: FAI XDX 005

Passport Office
Description: Information on the issuance of passports to Canadian citizens in Canada and abroad, and on the issuance of Certificates of Identity and United Nations Convention Refugee Travel Documents, as appropriate, to non-Canadians who reside in Canada or are in Canada under the authorization of a Minister's permit.
Topics: Policy and plans; reports and statistics; treaties and agreements; organizations and conferences; legislation and regulations; surveys and studies; information activities; public relations; legal affairs and services; citizenship; visa and travel; fee collection and control; passport accountability, application, entitlement, and issuance; urgent passports; certificates of identity; control lists; lost or stolen passports; refusal of service and revocations; fraudulent activities; security precautions
Program Record Number: FAI JWD 215

Policy Planning
Description: Information on policy studies, research, analysis, updates and advice on a broad range of political, economic, and trade-related subjects; information on coordination of Canada's participation in the G8 Summit process, including the G8 Foreign Ministers' process.
Topics: Policy and background; political evaluations, briefings for new Ministers and Deputy Ministers, speeches for the Minister and Deputy Minister, analyses, papers, research, trade and investment statistics, economic analysis, policy papers, all documents pertaining to the re-examination of foreign policy. Canadian Centre for Foreign Policy Development: Holdings include public advice and policy options on a wide range of foreign policy issues. Funded project reports and commissioned work address policy development needs in law, security, human rights, peace-building, conflict prevention, United Nations, disarmament, new technologies, summits, diplomacy, civil society and other issues. Holdings also include an annual report on project funding , reports from the annual National Forum on Canada's International Relations, the annual Academic Roundtable Report and annual Graduate Student collected papers. The Centre's Library holds more than 300 reports from policy development roundtables and academic or NGO studies of Canada's foreign policy. Reports are distributed to Ministers and officials, the Department Library, the National Library, and through Depository Services to public and university libraries. Report summaries are distributed through an electronic newsletter (www.cfp-pec.gc.ca) and selected full reports are available electronically in both official languages from the web site (summer 2001). The National Forum reports are: Peace building 1996, Asia-Pacific 1997, Northern Foreign Policy 1998, The UN and Human Security 1999, War Affected Children 2000, Africa 2001. Three reports on "The New Diplomacy", in partnership with Canadian academics and the UN University, look at changing relationships among states, NGO's and others. A series on New Directions in US Foreign Policy looks at Canada-US relations, and a post-September 11 series examines new challenges for International Relations and foreign policy. The Ottawa Group of international experts reports regularly on small arms issues. More information is available at the web site
Program Record Number: FAI CPD 006

Regional Security and Peacekeeping
Description: Information on policy advice, coordination, and activities related to peace support operations, management of bilateral and multilateral peace and security consultations, defence relations (not including Europe, the USA and the Middle East), regional security, and expert deployment.
Topics: Military, police and civilian deployment to peace support operations; Peacekeeping; Peacekeeping training; regional security forums and organizations; Ship visits; Deployment of Canadian forces abroad; Liaison with foreign forces; Visiting forces; Bilateral relations with other countries on peace & security and defence issues; Disaster assistance involving DND; Canadian Force Attaches; Arms sales and regional security; Military assistance; Military and diplomatic aircraft clearance; Disarmament, demobilization and reintegration of ex-combatants; Security sector reform; UN sanctions; UN DPKO; Peacekeeping reform; General security of information agreements.
Program Record Number: FAI IDD 175

Resources Policy
Description: Information pertaining to the financial, materiel and human resources management of the department.
Program Record Number: FAI SMD 105

Security
Description: Information on matters concerning the physical security of documents, communications and buildings, and the safety of personnel both at posts abroad and in Ottawa; personnel security; and issues affecting national security.
Topics: Policy and coordination; reports and information; foreign intelligence activities in Canada; vulnerability; exchange and release of information; threat assessments; communications services; documents and information; violations; inspections; education and training; responsibility of staff; guard protection; personnel debriefing; physical, technical, equipment, security clearances.
Program Record Number: FAI ISD 140

Trade and Economic Analysis
Description: Information on Canada's trade flows in goods , services and investment; studies on trade policy and impact of trade initiatives.
Topics: Policy and plans; reports and statistics; treaties and agreements; regional economic groupings.
Program Record Number: FAI EED 095

Trade Communications
Description: Information and outreach programs and activities to promote exports and to inform the export business community about policies and programs for the development of overseas markets.
Topics: Export information; regional and provincial/territorial programs; conferences, conventions and meetings; federal programs, evaluations, associations, organizations and institutes; promotion; media relations; outreach programs; private companies; government departments and agencies; communications; advertising; trade fairs.
Program Record Number: FAI BCD 176

Trade Law
Description: Information on legal aspects of Canada's international trade agreements and related matters.
Topics: International trade agreements including the GATT, WTO, Canada-US FTA, NAFTA and Canada-Chile FTA. International dispute settlement under Chapters 11, 14 19 and 20 of the NAFTA and Chapters 18 and 19 of the FTA, the GATT and WTO. Legal issues related to trade in goods and services (e.g. transportation, communications, energy, professional services), agriculture, environment, trade sanctions, boycotts, private commercial arbitration, investment, international organizations.
Program Record Number: FAI JLT 015

Trade Policy
Description: Information on international trade, customs tariffs, international trade conferences, policies and restrictions, trade agreements, export controls, strategic controls and embargoes, trade in services.
Topics: Policy and plans; reports and statistics; treaties and agreements; organizations and conferences; legislation and regulations; visits; tariff negotiations; customs; low-cost imports; surplus disposal; subsidies; anti-dumping; countervail; safeguards; quantitative restrictions; state trading; commercial relations; quarantine regulations; strategic trade controls.
Program Record Number: FAI EAD 060

Trade Policy and Liaison
Description: Information on policies and special issues related to international trade that are generally non- recurring, as well as details of liaison activities with provincial governments, other government departments, and private sector associations.
Topics: Reports on federal/provincial consultations; briefing books for consultations, ministerial and non-ministerial federal-provincial meetings.
Program Record Number: FAI EBD 030

United Nations Affairs
Description: Information on the organization, structure, administration, relations and sessions of the United Nations; including the Security Council, the General Assembly, and other UN organizations such as the United Nations Educational, Scientific and Cultural Organization (UNESCO), the International Labour Organization (ILO), Food and Agriculture Organization (FAO), World Health Organization (WHO), International Civil Aviation Organization (ICAO), International Telecommunications Union (ITU), Universal Postal Union (UPU), and International Maritime Organization (IMO); information on Canada's participation in United Nations General Assembly and Security Council activities.
Topics: Policy and programs — UN Charter, relations with countries, specialized agencies, inter-governmental organizations, non-governmental organizations, membership; Secretariat — finance and administration, privileges and immunities, public relations, documentation, personnel; General Assembly — rules and procedures, sessions, agenda, delegations, credentials, general committee, main committees, Canadian statements; Security Council — rules of procedure, delegations, membership, reports to General

Assembly; Economic and Social Council — sessions; United Nations system, including above agencies; policy; plans; programs; international, national and non-governmental organizations and conferences; reports and statistics; international coordination; payment of Canada's assessed contributions to the UN, including for peacekeeping operations.
Program Record Number: FAI IMD 115

United Nations, Human Rights and Economic Law
Description: Information on UN legal issues, human rights, humanitarian law, economic law issues, privileges and immunities, questions of public and private international law and treaties.
Topics: Judicial and legal services; authentication and notarial acts; diplomatic and consular privileges and immunities; consular questions; sovereign immunity; recognition of states; passport matters; security matters; transfer of offenders; narcotics control; trans-border police operations; extradition; international aspects of child napping; private international law; maintenance orders; letters rogatory; depositions; service of documents; treaty negotiation, interpretation, registers, procedures and publication; human rights; refugees; minorities; humanitarian law; war crimes; genocide; torture; international criminal law; money laundering and corruption; transnational organized crime; international migration; terrorism; disarmament; International Law Commission; international criminal tribunals.
Program Record Number: FAI JCD 020

Particular Personal Information Banks

Access and Privacy Data Bank
Description: This bank contains the access request forms sent by individuals requesting access to departmental records and personal information, the replies to such requests, and information related to their processing. It is used for processing access requests only, and to report on the number of requests received annually.
Class of Individuals: Canadian citizens, landed immigrants, or others authorized by Order-in-Council who have made requests under the Access to Information Act or the Privacy Act.
Purpose: The purpose of this bank is to store information related to requests made under the Access to Information Act and the Privacy Act.
Retention and Disposal Standards: Records are retained for two years after completion of the request
RDA Number: 75/023
TBS Registration: 000348
Bank Number: FAI PPU 035

Consular Affairs — Assistance to Canadians
Description: This bank contains information on Canadians resident in foreign countries registered with a Canadian mission, and Canadians who sought or received assistance from a Canadian mission who have been arrested or detained abroad, or if Consular Affairs advice or assistance has been sought to obtain visas, permits, etc. of foreign countries. The information is in the form of applications, registration cards, memoranda, correspondence, reports and telegrams. The information is received from the individuals themselves, Canadian and foreign agencies, and international organizations. This bank of information is stored electronically within a computerized client/server system called COSMOS. COSMOS consists of a series of Windows-based programs linked through a common centralized database located at DFAIT headquarters. COSMOS provides consular staff with a comprehensive set of tools designed exclusively to facilitate the management of consular cases (including citizenship and immigration cases), the issuance of passports and the registration of Canadians abroad. Information entered into the database from either HQ or the missions is instantly available to all staff, thereby promoting increased service delivery levels to our clients.
Class of Individuals: Canadians resident in foreign countries who have registered with the nearest Canadian mission; Canadians who have sought or received assistance from Canadian missions; Canadians who have been arrested or detained abroad.
Purpose: The information contained in this bank is used to provide consular assistance to Canadian nationals abroad. It may be used, where necessary, to contact, protect, rescue or evacuate registered Canadians and their family members.
Consistent Uses: This information may also be used for the development of consular policy and the preparation of advice to missions abroad.
Retention and Disposal Standards: Information on registration of nationals and completed individual consular cases may be retained on departmental files (electronic and paper) up to five years. Ultimately, the electronically-held data

will be archived and stored indefinitely. Other information may be retained up to 15 years then transferred to the National Archives of Canada
RDA Number: 75/023-5
TBS Registration: 000343
Bank Number: FAI PPU 010

Consular Affairs — Citizenship
Description: This bank includes topics such as registration of births abroad, dual nationality, loss, retention, acquisition, or extension of citizenship, marriage, divorce, and other family-related aspects of citizenship; organizations and conferences; liaison with other government departments and agencies in Canada. Information is in the form of memoranda, reports, correspondence with the public and other government agencies, as well as application forms.
Class of Individuals: Individuals who have dealt, outside Canada, with the Canadian citizenship authorities through consular services or the Department of Foreign Affairs and International Trade, or have claimed Canadian citizenship for themselves or their dependants.
Purpose: The purpose of this bank is to retain administrative correspondence relating to the assistance rendered by consular officials to Canadians and to those claiming Canadian citizenship on their own behalf or on behalf of a dependant.
Retention and Disposal Standards: Information may be retained on departmental files up to 10 years, then transferred to the National Archives of Canada
RDA Number: 94/018
TBS Registration: 000342
Bank Number: FAI PPU 005

Investment — Mailing Lists
Description: Information in this bank is provided by individuals interested in receiving publications and investment information created by the former Investment Canada. This information includes individual's name, identification number, address and telephone number, language preference and, where applicable, company name and position held.
Class of Individuals: Business community, individual investors and students interested in receiving publications and investment information created by the former Investment Canada, other government departments and agencies and the private sector.
Purpose: The information in this bank is used to provide individuals with copies of publications requested which originate with the former Investment Canada.
Consistent Uses: This bank is also used for bulk mailing of publications and information created by Investment Canada.
Retention and Disposal Standards: Records are retained for six months or when superseded or converted to machine operations
RDA Number: 75/023-4
Related PR#: FAI DEV 195
TBS Registration: 002768
Bank Number: FAI PPU 030

Investment: Cases
Description: Information in this bank is provided by investors when inquiring about possible services to be provided. This information includes the name, address, telephone number, description of the investor's business activities, description of the project to be undertaken, province of interest, size of proposed investment and the name and telephone number of any intermediaries.
Class of Individuals: Business community and individual investors seeking to invest in Canada either by acquiring a Canadian business or by establishing a new business.
Purpose: The information in this bank is used to identify and assist investors with similar investment intentions.
Consistent Uses: This bank is also used for compiling statistics for use in the preparation of reports to the Minister and to assist in the preparation annual reports.
Retention and Disposal Standards: Records are retained for fifteen years from last action and are then destroyed.
RDA Number: 75/023-4
Related PR#: FAI DEV 185
TBS Registration: 002766
Bank Number: FAI PPU 005

Investment: Contracts
Description: This bank contains information such as the request for service by the manager, the original contractual document and reasons for not authorizing payment if the terms of the contract have not been met. Active files were normally kept within the Financial and Administrative Services Section of Investment Canada, but further information may be contained in files of the Bureau.
Class of Individuals: Individuals from the private sector under contract for services to the Bureau.
Purpose: The purpose of this bank is to keep a record of all personal and professional service contracts entered into by the Bureau. The bank is

used to administer contracting services, to make payments when required, to collect receivables, and to perform accounting and administrative functions. The information is also used to facilitate the selection of consultants and to carry out auditing and evaluation.
Retention and Disposal Standards: Records are retained for six fiscal years and are then destroyed.
RDA Number: 75/023-4
TBS Registration: 002556
Bank Number: FAI PPU 010

Passport Office — Certificates of Identity and Refugee Travel Documents
Description: This bank contains applications for certificates of identity and refugee travel documents. Individual records include the application form and an alphabetical and numerical index to facilitate file retrieval; demographic and personal characteristics which describe the applicant, his children and custody arrangements; nationality status, and immigration status in Canada. Information contained in the bank is in the form of application forms and correspondence with other federal departments and agencies. Persons seeking access to this information bank should provide their date of birth.
Class of Individuals: Individuals who are residents of Canada but not Canadian citizens and who cannot obtain passports from their countries of origin.
Purpose: The purpose of this bank is to store completed applications and supporting documentation submitted by non-Canadians who reside in Canada or are in Canada under the authorization of a Minister's permit and who cannot obtain passports from their countries of origin. This information is used to establish the identity of applicants and to confirm their immediate and ongoing entitlement to a travel document in accordance with Canadian law and international conventions.
Consistent Uses: Consistent use may include disclosure to law enforcement, investigative, security intelligence, citizenship, vital statistics, consular, and immigration authorities for verification purposes or to determine whether or not a Certificate of Identity or Refugee Travel Document has been misused or fraud has occurred or a false statement has been made in the obtaining or uttering or use of a Certificate of Identity or Refugee Travel Document. It may also include disclosure to these entities, the government of a province, the government of a foreign state, an international organization of states, or an international organization established by the governments of states, or any institution of any such government or organization, for the purpose of administering or enforcing any law or carrying out a lawful investigation, including an investigation related to national security.
Retention and Disposal Standards: Hard copy records are retained until they are microfilmed. Microfilm records are retained indefinitely
RDA Number: 75/023
TBS Registration: 000346
Bank Number: FAI PPU 025

Passport Office – System Lookout Files
Description: This bank contains information on persons whose requests for passport services might be subject to refusal or limitation. The information is in the form of a master control list, reports, memoranda, correspondence, and application forms. Information is supplied by individuals applying for passport or travel document services or assistance abroad, by federal, provincial, and municipal agencies, by law enforcement and security agencies, by Canadian missions abroad, and by foreign governments and international organizations.
Class of Individuals: Individuals who have misused or who have committed fraud or made a false statement in obtaining or uttering or using a Canadian passport or Certificate of Identity or Refugee Travel Document; or who have lost possession or control of more than one passport (through loss, theft, inaccessibility, etc) within a brief time span; or whose legal right to apply on behalf of a child under 16 has not been established or is questionable; or who stand charged with the commission of an indictable offence; or who are serving a term of imprisonment or similarly forbidden to leave Canada; or who permit another person to use the passport; or who are indebted to the Crown for expenses related to repatriation to Canada or for other consular financial assistance provided abroad at their request by the Government of Canada; or who are wanted by law enforcement agencies.
Purpose: The purpose of this bank is to assist passport-issuing authorities in determining whether or not the entitlement of an individual passport applicant or holder is subject to review or curtailment or other administrative or legal action.
Consistent Uses: Consistent use may include disclosure to law enforcement, investigative, citizenship, vital statistics, consular, and immigration authorities for verification purposes

or to determine whether or not a passport has been misused or fraud has occurred or a false statement has been made in the obtaining or uttering or use of a Passport or a Certificate of Identity or a Refugee Travel Document. It may also include disclosure to these entities, the government of a province, the government of a foreign state, an international organization of states, or an international organization established by the governments of states, or any institution of any such government or organization (for instance, provincial social assistance and vital statistics or health agencies or international law enforcement agencies), for the purpose of administering or enforcing any law or carrying out a lawful investigation.

Retention and Disposal Standards: Records are retained in the bank up to 10 years, except for cases of special interest which are retained for an indefinite period

RDA Number: 75/023

TBS Registration: 000345

Bank Number: FAI PPU 020

Passport Office — Regular and Official Travel Passports

Description: This bank contains applications for regular and official travel passports. Individual records include the application form and an alphabetical and numerical index to facilitate file retrieval. The data content of each record includes demographic information and the personal characteristics of family and children, custody provisions concerning children, and address and employment information concerning the applicant's guarantor. Most of the information is supplied by the applicant. Some is received from local, provincial or federal authorities. Persons seeking access to this information bank should provide their date of birth.

Class of Individuals: Canadian citizens and government employees who have applied for regular or official travel passports.

Purpose: The purpose of this bank is to store completed applications and supporting documentation for regular passports submitted by Canadian citizens on their own behalf and on behalf of their dependents and for official travel passports submitted by government employees traveling on official business. This information is used to establish the identity and citizenship of applicants, to confirm their immediate and ongoing entitlement to a passport, and to enable the Consular Bureau to provide assistance where necessary to traveling Canadians.

Consistent Uses: Consistent use may include disclosure to law enforcement, investigative, security intelligence, citizenship, vital statistics, consular, and immigration authorities for verification purposes or to determine whether or not a passport has been misused or fraud has occurred or a false statement has been made in the obtaining or uttering or use of a passport. It may also include disclosure to these entities, the government of a province, the government of a foreign state, an international organization of states, or an international organization established by the governments of states, or any institution of any such government or organization (for instance, provincial social assistance and vital statistics or health agencies or international law enforcement agencies), for the purpose of administering or enforcing any law or carrying out a lawful investigation, including an investigation related to national security.

Retention and Disposal Standards: Hard copy record are retained in the bank for 5 years, microfilm records and electronic files are retained indefinitely

RDA Number: 75/023

TBS Registration: 000347

Bank Number: FAI PPU 030

Personal Information Disclosed to Federal Investigative Bodies

Description: In accordance with subsection 8(4) of the Privacy Act, this bank has been established to retain copies of requests received from authorized federal investigative bodies for personal information pursuant to paragraph 8(2)(e) of the Privacy Act, for the purpose of enforcing a law of Canada or a province or carrying out a lawful investigation.

Class of Individuals: Individuals about whom requests for personal information have been received pursuant to paragraph 8(2)(e) of the Privacy Act from federal investigative bodies for the purpose of enforcing a law of Canada or a province or carrying out a lawful investigation.

Purpose: The purpose of this bank is to permit the Privacy Commissioner to review disclosures made under paragraph 8(2)(e) of the Privacy Act to federal investigative bodies for the purpose of enforcing a law of Canada or a province or carrying out a lawful investigation.

Retention and Disposal Standards: Records are retained for two years after completion of the request

RDA Number: 75/023

TBS Registration: 000349
Bank Number: FAI PPU 040

Spousal Employment Job Bank
Description: This bank contains information submitted by spouses (of employees of the Department of Foreign Affairs and International Trade) who are actively seeking employment in the NCR. Information is in the form of a résumé and/or a completed Spousal Employment Profile form. Information includes name, address, telephone number, citizenship, education, employment experience, and career interests.
Class of Individuals: Spouses of Foreign Affairs employees who seek employment at home.
Purpose: The purpose of the bank is to assist spouses of departmental employees in finding work in the Ottawa/Hull area. When job opportunities arise, a search is made to find suitably qualified candidates.
Consistent Uses: This bank is used to provide names, telephone numbers, and employment experience to employers, on request.
Retention and Disposal Standards: Records are retained unless updated or deleted by the person concerned. Records are also deleted in the event of divorce, separation, retirement or departure of the employee from the Department when known.
RDA Number: 75/023
TBS Registration: 002506
Bank Number: FAI PPU 045

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Personnel Security Screening

Classes of Personal Information

In the course of conducting the programs and activities of the Department of Foreign Affairs and International Trade, categories of personal information may be accumulated which are not contained in the specific information banks described in this entry. This information exists in a fragmented form throughout the subject files of the Department, which are described in the program records. This information is stored as part of the general subject files, where records are not normally retrieved by name of individual or other personal identifier. This form of information is retrievable only if specifics are provided concerning the subject matter, related departmental activity, the date on which the information was received by the Department and to whom it was addressed. The personal information contained in these subject files is retained for the same period of time as the related subject information and is disposed of according to the appropriate subject record schedules. The classes of personal information listed below describe particular program records which, because of their nature, are more likely to contain personal information.

International Security Bureau

Personal information may be held by the bureau concerning individuals who have been involved in defence activities with NATO, NORAD, or other international defence or arms control organizations, or in conferences or visits. Personal information might include personal biographies, tours of defence colleges, military travel and training, and nominations of Canadians for positions in international defence organizations concerned with defence or arms control. Persons seeking access should specify the subject of the enquiry, country and/or city, contacts, incident, conference/organization, visits, dates and circumstances which may have led to the establishment of a record.

Legal Affairs Bureau and Trade Law Bureau

The Legal Affairs Bureau handles a number of important functions including multilateral legal issues, peace and security law, humanitarian law, economic law, trade agreements, treaties, international law, dispute settlement, individual legal cases, and implementation of environmental legislation and Access to Information and Privacy legislation. Personal information held by the Bureau may include enquiries from Canadian residents seeking advice about international and foreign legal systems or concerning authentication of documents, and claims by Canadian citizens for possible support by the Canadian government. Other personal information would relate to specific issues handled by the Bureau. Persons seeking access must specify the subject of the enquiry, as well as country and/or city, legal firm, contacts, incidents, dates and circumstances which may have led to the development of a record.

Office of Protocol

The Office of Protocol is responsible for the administration of protocol-related programs of the Department and for the development of policies and procedures which direct the administration of protocol programs. Personal information in

this class would pertain to individuals who have participated in, or have been the subject of protocol related activities within programs such as accreditation and ceremonies, privileges and immunities, government hospitality, protection of foreign representatives and foreign decorations, and awards and honours to Canadians. Persons seeking access should specify the subject of the enquiry, country and/or city, contacts, incident, visits, conference, delegation, dates and circumstances which may have led to the establishment of a record.

Manuals

- Appraisals and Promotion Systems
- Export and Import Permits Act Handbook
- Finex Manual
- Foreign Service Directives
- Handbook of Import and Export Commodity Codes
- Locally Engaged Staff
- Manager's Guide
- Manual of Consular Instructions
- Manual of Correspondence and Communications
- Manual of Financial Management
- Manual of management of goods
- Manual of Materiel Management Property Management Manual
- Manual of Protocol
- Manual of Security Instructions
- Notices to Exporters
- Notices to Importers
- Passport Office Administrative Procedures Manual
- Passport Office Operating Procedures Manual
- Passport Office Policy and Examining Practices Manual
- Records Classification Guide
- Security Classification Guide
- Summary of Canada's Bilateral Restraint Arrangements — Textiles and Clothing

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Historical Section
Corporate Communications Division
Pearson Building, C-2

Telephone: 613-992-7629
Email: bcph@dfait-maeci.gc.ca
Hours: 09:00 to 17:00 weekdays

Information Centre
Main Floor, Pearson Building

Telephone: 613-944-4000
Toll-Free: 1-800-267-8376
Email: infotech@dfait-maeci.gc.ca
Hours: 09:00 to 16:30 weekdays

Media Relations Office
Pearson Building, A-2

Telephone: 613-995-1874
Hours: 08: 30 to 18: 00 weekdays

Reading Room

An area in the Access to Information and Privacy Protection Division (see address and telephone number in Introduction) has been designated, under the Access to Information Act, as a public reading room.

Fraser River Port Authority

Chapter 73

General Information

Background

The Fraser River Port Authority was proclaimed May 1, 1999 pursuant to the Canada Marine Act, 1998. The Port Authority is a continuation of the Fraser River Harbour Commission which was established under the Harbour Commissions Act, 1965. Prior to 1965, the agency was known as the New Westminster Harbour Commissioners as created by federal legislation in May 1913.

The Fraser River is a major river transportation route in the Province of British Columbia with good harbour facilities available from Steveston (9 km from the mouth) to New Westminster (35 km from the mouth).

Responsibilities

The Fraser River Port Authority, also referred to as Fraser Port, is responsible for administering the lower portion of the main arm of the Fraser River from Kanaka Creek (near Haney, BC) downstream to the mouth of Fraser River. In addition, Fraser Port's jurisdiction includes a small portion of the North Arm of the Fraser River, a portion of the Pitt River from Pitt Lake to the Pitt River's confluence with the Fraser River, and from the mouth of the Fraser River, south to Brunswick Point in Canoe Pass.

Fraser Port, as the lead agency, works in conjunction with the nine municipalities that border the Fraser River, and numerous local, Provincial and Federal agencies, to coordinate harbour operations and developments, as well as to maintain sustainability of the Fraser River and harbour facilities within the jurisdiction of the Port Authority.

Legislation

- Canada Marine Act, S.C.1997-98, c.10
- Port Authorities Management Regulations
- Port Authorities Operations Regulations

Organization

The President and Chief Executive Officer of the Fraser River Port Authority is the Head of the Institution for the purposes of the Access to Information Act and the Privacy Act and exercises all the powers and responsibilities pertaining to this function under the Acts in question.

Business Development

Responsibilities of the department are to develop new business opportunities, market strategies and implementation plans; to review and maintain awareness of contracts, agreements, negotiations in progress, and geographic market segments; to maintain awareness of missions, objectives and key priorities of Fraser Port; to review and assess the overall strengths and weaknesses of the organization; to identify key issues and external events which are of significance to Fraser Port; and to develop awareness of opportunities for market development and expansion for all divisions.

Finance and Administration

Responsibilities of the department are to develop corporate policies, standards and programmes related to organizational structure and processes; to review and develop information and data processing requirements and systems; to review and develop human resources, resource planning, career planning and succession policies; to review and develop purchasing policies, procedures and controls; and to review, plan, and develop financial standards, policies, procedures and controls.

Operations

Responsibilities of the department are to review and maintain awareness of environmental and land maintenance issues; to review and develop awareness of vessel programs; to develop channel strategy policies; and to administer environmental matters relating to leasing, permitting, and licensing of tenants and activities along the Crown portions of the Fraser River.

Property Development

Responsibilities of the department are to review and maintain awareness of land development opportunities; to administer capital projects; to

review and address property issues; to resolve administrative processing inconsistencies; and to administer the leasing, permitting, and licensing of tenants and activities along the Crown portions of the Fraser River.

Public Affairs

Responsibilities of the department are to coordinate preparation and distribution of the Annual report; to answer external requests for information at the Corporate level; to coordinate printing and distribution of Corporate Information brochures; and to coordinate advertising and publicizing the Fraser River Port Authority.

Information Holdings

Program Records

Property
Description: Information relating to the acquisition, disposal, exchange, leasing, construction, engineering and development of water-front, waterlot areas and upland properties within the jurisdiction of Fraser Port.
Topics: Agreements for development and/or service of real estate including habitat preservation; the acquisition or exchange of properties to facilitate harbour access and port business; the leasing and/or permitting of tenants along Fraser River; and the development of physical assets including buildings and service infrastructures such as roads and sewers.
Access: By Subject
Format: Paper Files
Program Record Number: FRPA PRO 700

Operations
Description: Information relating to the general operations of Fraser Port including environmental audits, management plans and committees, dredging activities, maintenance of harbour structures, navigation on the river, and safety and security of docks.
Topics: Environmental audits of lease areas; monitoring events such as regattas; marine incidents; maintenance engineering of docks, dock equipment and infrastructures such as bridges and roads; maintenance dredging; navigation soundings; safety programs; and operation statistics.
Access: By Subject
Format: Paper Files
Program Record Number: FRPA OPS 000

Public Affairs
Description: Information relating to media relations, press releases, client relation, advertising, promotional events, and community relations.
Topics: Media Clippings; advertising;corporate identity;publications;speeches and presentations;promotions and events.
Access: By Subject
Format: Paper Files
Program Record Number: FRPA PAF 000

Finance
Description: Information relating to Accounting, Finance, Internal Audits, Budgeting, Risk Management and Taxation.
Topics: Accounts Payable, Accounts Receivable, Banking, Budgets, Insurance.
Access: By Subject
Format: Paper files
Program Record Number: FRPA FIN 000

Administration
Description: Information relating to corporate policies, organizational structure and processess, acts and regulations, corporate by-laws. Includes Board of Directors, Corporate Secretary, Committee Minutes, Orders in Council appointing Board members and office administration.
Topics: Submissions; jurisdiction; patents; copyright; trademarks; legislation.
Access: By Subject
Format: Paper Files
Program Record Number: FRPA ADM 000

Information Systems
Description: Information relating to the area of information management including; hardware, software, information systems, security and access, departmental requirements, and networks.
Topics: Development projects; inventory; operations; security & integrity; standards; support.
Access: By Subject
Format: Paper Files
Program Record Number: FRPA INF 000

Business Development
Description: Information relating to developing new business opportunities, market strategies, geographic market segments, cargo commodities, transportation related topics.
Topics: Cargo Statistics, marketing trips
Access: By Subject
Format: Paper Files
Program Record Number: FRPA BUD 000

Human Resources
Description: Information relating to the area of Human Resource Management, including professional development and human resource programs.
Topics: Employment & staffing; training & development; salary & wages; benefits & compensation; responsibilities & mandates.
Access: By Subject
Format: Paper Files
Program Record Number: FRPA HUR 000

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts & Accounting

Administration & Management Services

Audits

Automated Document,Records, Information Management Systems

Budgets

Business Continuity Plans (BCP)

Employment & Staffing

Finance

Hospitality

Human Resources

Information Technology Services

Physical Security

Procurement

Relocation

Salaries and Wages

Training and Development

Travel

Particular Personal Information Banks

Accounts Payable Files
Description: This bank contain the names and addresses of firms and individuals who have provided services or products, details of the amounts paid and any supporting documentation to substantiate the account. Access to this bank will require a name, address and the date of the account. Original accounts payable vouchers, together with supporting documentation, are maintained in hard copy and are filed by date of payment.
Class of Individuals: Individuals and companies providing services or products.
Purpose: The purpose of this bank is to maintain information on the payment of accounts to individuals or companies for services or products provided to Fraser Port.
Consistent Uses: None
Retention and Disposal Standards: The retention period is seven years and then destroyed.
RDA Number: 2002/001
Related PR#: FRPA FIN 000
TBS Registration: 004301
Bank Number: FRPA PPU 010

Accounts Receivable Files
Description: This bank contain the names and addresses of firms and individuals, details of the amount owing and any supporting documentation to substantiate the account. Manual files exist to maintain hard copy documentation. Access to this bank will require a name and address.
Class of Individuals: Individuals and companies owing services or supplies to Fraser Port.
Purpose: The purpose of this bank is to maintain information on monies owing to Fraser Port.
Consistent Uses: None
Retention and Disposal Standards: The retention period is seven years and then destroyed.
RDA Number: 2002/001:
Related PR#: FRPA FIN 000
TBS Registration: 004302
Bank Number: FRPA PPU 015

Property Database
Description: This bank contains a property inventory with vital information including street addresses, legal descriptions, and land title registrations. In addition, the bank contains references to all agreements, leases, licenses, and permits for all properties used and owned by Fraser Port. Manual files exist to maintain hard copy documentation. Access to this bank will require a name and address as well as prior written approval for any third-party requests.
Class of Individuals: General public.
Purpose: The purpose of this bank is to maintain information on all property related transactions; to compile leases, licenses, permits, and environmental audits; to compile financial billings/ receipts directly related to leases, licenses, and permits; and to track renewals.
Consistent Uses: The information in this bank is used to document the decision process in property matters.

Retention and Disposal Standards: The retention period is permanent. The information is not destroyed
RDA Number: 2002/001
Related PR#: FRPA PRO 700
TBS Registration: 004303
Bank Number: FRPA PPU 020

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document,Records,Information Management Systems

Business Continuity Plans (BCP)

Electronic Network Monitoring Logs

Executive Correspondence Management Systems

Hospitality

Internal Disclosure of Wrong Doing in the Work-Place

Personnel Security Screening

Relocation

Security Video Surveillance & Temporary Visitor Access Control Logs & Building Passes

Travel

Classes of Personal Information

In the course of conducting the programs and activities of Fraser Port, categories of personal information may be accumulated which are not contained in the specific personal information banks described above. Such personal information includes expressions of public support, offers of services, and complaints. This information is stored as part of the general subject files where records are not normally retrieved by name of the individual or other personal identifiers.

Personal information is normally retrievable only if specifics are provided concerning the subject matter, the related program activity, and the approximate date on which the information would have been received by Fraser Port. The retention periods for these classes of personal information are controlled by the Records Retention Schedules for the general subject files in which they are stored.

Manuals

- Corporate Policies and Procedures Manual
- Internal Operations Policies and Procedures Manual
- Emergency Procedures Manual
- Records Management Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Please Note: Requests made to the Fraser River Port Authority under the Access to Information Act must be accompanied by an application fee of $5.00, made payable to the Fraser River Port Authority.

Requests for further information about the Fraser River Port Authority and its various programmes and functions may be directed to:

Public Relations
Fraser River Port Authority
625 Agnes Street, Suite 400
New Westminster, British Columbia
V3M 5Y4

Telephone: 604-524-6655
Facsimile: 604-524-1127
E-mail: fraserport@frpa.com
Internet: www.fraserportauthority.com

Reading Room

Under the Access to Information Act, the Fraser River Port Authority has designated an area on the premises as the public reading room. The address is:

Fraser River Port Authority
625 Agnes Street, Suite 400
New Westminster, British Columbia
V3M 5Y4

Freshwater Fish Marketing Corporation

Chapter 74

General Information

Background

The Freshwater Fish Marketing Corporation (FFMC) was established in 1969 under the authority of the Freshwater Fish Marketing Act. The Act gives the FFMC the exclusive right to interprovincial and export trade in designated products of the freshwater fisheries supplied from the three Prairie Provinces, the Northwest Territories, and part of northern Ontario. The FFMC is a federal crown corporation listed under Schedule III, Part I of the Financial Administration Act.

Responsibilities

The objectives of the Corporation are: to market fish in an orderly manner; to increase returns to fishers; and to promote markets and export trade in fish.

The Act requires the FFMC to purchase all legally caught fish offered for sale by licensed fishers, subject to price and terms and conditions of purchase (including quality provisions). It must conduct its operations on a self-sustaining financial basis without appropriations by Parliament.

Legislation

- Freshwater Fish Marketing Act (1969)

Organization

The FFMC is managed by an eleven member board of directors composed of a Chairman, a President, one director for each participating province/Territories and four other directors. The Chairman and the President are appointed by the Governor in Council. The remaining directors are appointed by the Minister of Fisheries and Oceans with the approval of the Governor-in-Council. Directors from a participating province are appointed on the recommendation of the Lieutenant Governor-in-Council of the participating province.

Information Holdings

Program Records

Fishing Statistics
Description: History case files maintained on 13 fish species. Files include information on species and fish grade, i.e. quality of fish caught; catch weight, etc., all of which is used to determine prices paid to fishers for their catches. Also includes information about the various fishing locations and types of fish caught in these bodies of water
Topics: Fish values, fish stocks, payments to fishers, lake and river data, etc.
Program Record Number: FWF FIS 005

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Budgets

Buildings

Buildings and Properties

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Lands

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Utilities

Vehicles

Particular Personal Information Banks

Fishers' Records

Description: This bank contains data on purchases of fish made by the Corporation from fishers in the areas it serves. The data include the quantity and monetary values of fish purchased from each fisher.

Class of Individuals: Fishers from whom the Corporation has purchased fish.

Purpose: This information is maintained in a database and is used for administrative and statistical purposes and as a basis for distribution of additional payments to fishers as part of the Corporation's responsibilities. This information is used to determine who fished, what the fishers delivered by species and quantity, and what they were paid in order to determine any final payment.

Consistent Uses: This information may be used to contact fishers regarding any program changes or issues.

Retention and Disposal Standards: Information is retained for seven years and is then destroyed.

RDA Number: TBD

Related PR#: FWF FWF 005

TBS Registration: 002566

Bank Number: FWF PPU 005

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Hospitality

Personnel Security Screening

Relocation

Travel

Additional Information

Any cheques should be made payable to the "Freshwater Fish Marketing Corporation".

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Corporation may be directed to:

Freshwater Fish Marketing Corporation
1199 Plessis Road
Winnipeg, Manitoba R2C 3L4

Telephone: 204-983-6600

Reading Room

In accordance with the Access to Information Act, an area on the premises of this institution has been designated as a public reading room. The address is:

1199 Plessis Road
Winnipeg, Manitoba

Great Lakes Pilotage Authority Canada

Chapter 75

General Information

Background

As a result of recommendations made by a Royal Commission on Pilotage in Canada, the Pilotage Act was assented to by Her Majesty and the Governor-in-Council and proclaimed in force February 1, 1972.

The Pilotage Act created four pilotage regions with specific authorities, thereby replacing a large number of local pilotage districts. The four Pilotage Authorities – Atlantic, Laurentian, Great Lakes and Pacific – are Crown corporations, responsible to Parliament through the Minister of Transport.

The Great Lakes Pilotage Authority, Ltd. was established in February 1972 pursuant to the Pilotage Act, incorporated as a limited company in May 1972, and was continued under the Canada Business Corporations Act. Until October 1st, 1998, it operated under the name of Great Lakes Pilotage Authority, Ltd. Pursuant to the Marine Act, which received Royal Assent on June 11 1998, the name of the Authority was changed to Great Lakes Pilotage Authority and the Authority is deemed to have been established under subsection 3(1) of the Pilotage Act. The Authority is a Crown corporation listed in Schedule III, Part I of the Financial Administration Act. On October 1st, 1998, the Authority ceased to be a subsidiary of the St. Lawrence Seaway Authority and has initiated a process to surrender its charter under the Canada Business Corporations Act.

Responsibilities

The role and objectives of the Authority are to establish, operate, maintain and administer, in the interest of safety, an efficient and economical pilotage service within its geographical boundaries; all waters in the Province of Quebec south of the northern entrance to St. Lambert Lock and all Canadian waters in and around the provinces of Ontario and Manitoba. Pilotage in the international waters within the boundaries is shared with United States of America Pilot Corporations, which are under the direction of the United States Coast Guard, as agreed under a memorandum of arrangements between Canada and the United States. The Authority prescribes tariffs of pilotage charges that are to be fair, reasonable and consistent with providing revenues sufficient to permit the Authority to operate on a self-sustaining financial basis.

Legislation

- Authority By-Laws
- Canada Shipping Act, RSC, 1985, c. S-9
- General Pilotage Regulations
- Great Lakes Pilotage Regulations
- Memorandum of Arrangements between the Minister of Transport, Canada and the Secretary of Transportation, U.S.A.
- Pilotage Act, RSC, 1985, c. P-14

Organization

The Great Lakes Pilotage Authority consists of a part-time Chairman and six members appointed by the Governor in Council with a full time Chief Executive Officer appointed by the Board of Directors. The Authority's head office is located in Cornwall, Ontario. Both the Eastern District and the Western District operations offices are located at headquarters. All management, administrative, personnel, financial contracts and purchasing services are provided by the Cornwall office. The Authority is a Crown corporation, responsible to Parliament through the Minister of Transport.

Administration Branch

This Branch provides administrative and financial services as required to operate within accepted corporate business procedures.

Operations Branch

This Branch provides pilotage service by assignment, and dispatches qualified pilots to ships navigating within the boundaries of the Great Lakes Pilotage Authority.

Information Holdings

Program Records

Pilotage Services
Description: Information on provision of pilotage services within the Great Lakes region.
Topics: Dispatching records; pilotage licences; tariff charges; assignments of pilots to vessels; collective agreements; international shipping affairs.
Program Record Number: GLP OPE 005

Tariffs
Description: Information on setting of tariffs for the provision of pilotage services; also conduct and results of negotiations on setting of tariffs in various districts throughout the region as well as results of Canadian Transport Commission hearings.
Topics: Pilotage tariffs.
Program Record Number: GLP OPE 010

Particular Personal Information Banks

Accounts Payable Files
Description: Files contain the names and addresses of firms and individuals, invoices for services rendered or products provided, detailing the amount owing and any supporting documentation to substantiate the account. Original accounts payable vouchers, together with supporting documentation, are maintained in hard copy and are filed by date of payment. Access to this bank will require a name, address and the date of the account.
Class of Individuals: Individuals, firms, employees.
Purpose: The purpose of this bank is to maintain information on the payment of accounts to firms or individuals for services or products provided to the Authority.
Consistent Uses: The consistent uses are for payment records of goods and services received.
Retention and Disposal Standards: Original accounts payable vouchers, together with supporting documentation is seven years.
RDA Number: TBD
Related PR#: GLP OPE 005
TBS Registration: 004077
Bank Number: GLP PPU 020

Accounts Receivable Files
Description: Files contain the names and addresses of firms and individuals, details of the amount owing and any supporting documentation to substantiate the account. Manual files exist to maintain hard copy documentation. Access to this bank will require a name and address.
Class of Individuals: Individuals and firms
Purpose: The purpose of this bank is to maintain information on monies owing to the Authority.
Consistent Uses: The consistent uses are for receivable records on services provided to the shipping industry.
Retention and Disposal Standards: The retention period is six years
RDA Number: TBD
Related PR#: GLP OPE 005
TBS Registration: 004076
Bank Number: GLP PPU 015

Application for Employment File
Description: This bank contains completed application forms, letters and curricula vitae of persons interested in working for the Authority. Access to this bank will require a name, address and date of birth.
Class of Individuals: Individuals seeking employment.
Purpose: The purpose of this bank is to maintain a record of information relating to applications for employment received from the general public.
Consistent Uses: To support decisions regarding the referral of candidates for staffing purposes.
Retention and Disposal Standards: The retention period for this bank is two years.
RDA Number: TBD.
Related PR#: GPL OPE 005
TBS Registration: 004078
Bank Number: GLP PPU 025

Procurement
Description: Files contain a requisition describing the items to be purchased, quotations/tenders received, an analysis of the prices received, documentation leading up to the award of an order, delivery follow-up and correspondence on price escalation. Access to this bank will require purchase order number and the name and address of suppliers.
Class of Individuals: Contracting firms
Purpose: The purpose of this bank is to maintain information on quotations/tenders received and the award of orders for the purchase or supply of commodities, materials and equipment.

Consistent Uses: The files may be used as research for future purchases.
Retention and Disposal Standards: The retention period for purchase orders and supporting documents is five years
RDA Number: TBD.
Related PR#: GLP OPE 005
TBS Registration: 004075
Bank Number: GLP PPU 010

Register of Pilots
Description: This bank contains information on physical characteristics, licences, certificates and pilots' accidents and incidents. Access to this bank will require a name and address.
Class of Individuals: Pilots.
Purpose: The purpose of this bank is to retain a register of certificates and qualifications for pilots required under the Pilotage Act. Access to this bank will require a name and address.
Consistent Uses: The information is used for reference purposes.
Retention and Disposal Standards: Information in this bank is retained permanently for archive purposes.
RDA Number: TBD.
Related PR#: GLP OPE 005
TBS Registration: 004079
Bank Number: GLP PPU 030

Service Contracts
Description: The files contain the list of prospective tenderers, the tenders submitted, an analysis of the tenders received, documentation leading to the award of the contract and the signed contract between the contractor and the Authority. Access to the bank will require the contract number and description of the service.
Class of Individuals: Firms.
Purpose: The purpose of this bank is to maintain information on the tenders and award of contracts for the supply of such services as land transportation and water transportation.
Consistent Uses: The files may be referred to for future contracts.
Retention and Disposal Standards: The retention period for service contracts is ten years
RDA Number: TBD.
Related PR#: GLP OPE 005
TBS Registration: 004074
Bank Number: GLP PPU 005

Manuals

- Accounting Procedures
- Administrative Directives
- Collective Agreements
- Dispatching Procedures
- Pilot Licence Register
- Pilotage Tariffs
- Service Contracts
- Working Rules

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Authority and its functions may be directed to:

Great Lakes Pilotage Authority
202 Pitt Street, 2nd Floor
P.O. Box 95
Cornwall, Ontario K6H 5R9

Telephone: 613-933-2991

Reading Room

In accordance with the Access to Information Act, an area on the premises of this institution has been designated as a public reading room. The address is:

202 Pitt Street East, 2nd Floor
Cornwall, Ontario

Gwich'in Land and Water Board

Chapter 76

General Information

Background

The Gwich'in Land and Water Board (GLWB) is a regulatory authority established pursuant to the Gwich'in Comprehensive Land Claim Agreement (GCLCA) and given effect on December 28, 1998 by the Mackenzie Valley Resource Management Act (MVRMA) (Bill C-6).

Responsibilities

The GLWB was established to provide for an integrated and coordinated system of land management in the Mackenzie Valley of the Northwest Territories.

The object of the GLWB is to provide for conservation, development and utilization of the land and water resources in the Gwich'in settlement area in a manner that will provide the optimum benefit for present and future residents of the settlement area and the Mackenzie Valley and for all Canadians.

The MVRMA authorizes the GLWB to regulate the use of land and water by issuing, amending, renewing and suspending Land Use Permits and Water Licences throughout the Gwich'in settlement area, which includes all Crown, Gwich'in settlement land, or any other private lands.

The MVRMA further prescribes that the Mackenzie Valley Land Use Regulations, the Northwest Territories Waters Act and the Northwest Territories Waters Regulations as the principle regulatory instruments for Board use.

Legislation

- Gwich'in Land Claim Settlement Act
- The Mackenzie Valley Resource Management Act
- The Northwest Territories Waters Act

Organization

The GLWB is comprised of five members including, apart from the Chairperson, two Members appointed on the nomination of the Gwich'in Tribal Council (GTC), one Member appointed on the nomination of the Government of the Northwest Territories (GNWT) and one Member appointed on the nomination of the Federal Government. The Chairperson is appointed on the nomination of the appointed Members.

The offices of the GLWB is located on the second floor of the Chief Jim Koe Zheh in Inuvik NT.

The office personal include an Executive Director, an Office Manager, a GIS Technician, an Integrated Resources Manager and a Land and Water Technician.

Information Holdings

Program Records

Board Records of Decision
Description: Public Registry – this contains correspondence and information from government departments, correspondence and information generated by the Board, correspondence and information from companies, aboriginal organizations and concerned individuals relating to land use permits and water licences.
Topics: water licence, land use permit
Access: The Public Registry is open to the public.
Program Record Number: GLWB BRD 005

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Administration and Management Services

Budgets

Classification of Positions

Employment and Staffing

Finance

Furniture and Furnishings

Human Resources

Information Technology Services

Office Appliances

Pensions and Insurance

Personnel

Procurement

Physical Security

Relocation

Salaries and Wages

Training and Development

Travel

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Electronic Network Monitoring Logs

Internal Disclosure of Wrong Doing in the Work-Place

Personnel Security Screening

Relocation

Travel

Manuals

- Gwich'in Land and Water Board Operation and Administration Manual
- Application Process and Guidelines for a Land Use Permit and/or Water License in the Gwich'in Settlement Area
- Rules for Public Hearings (draft)

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Gwich'in Land and Water Board
Chief Jim Koe Zheh
Box 2018
Inuvik, Northwest Territories X0E 0T0

Telephone: 867-777-7960
Facsimile: 867-777-7970
E-mail: glwbpermit @ inuvik.net
Internet: www.glwb.com

Gwich'in Land Use Planning Board

Chapter 77

The annual update for this institution was not received for inclusion in the 2006-2007 version of this Info Source publication. The following is from the 2003-2004 version of Info Source.

General Information

Background

The Gwich'in Land Use Planning Board is an institution of public government provided for by the Gwich'in Comprehensive Land Claim Agreement (1992) and established by the Mackenzie Valley Resource Management Act (1998). The Gwich'in Interim Land Use Planning Board was incorporated as a society in 1993 and acted in the Board's capacity until 1998.

Responsibilities

The Planning Board is responsible for developing and implementing a land use plan for the Gwich'in Settlement Area that provides for the conservation, development and use of land, water and other resources.

Legislation

- Mackenzie Valley Resource Management Act
- Gwich'in Comprehensive Land Claim Agreement

Organization

The Board is composed of five members including, apart from the chairperson, two members appointed on the nomination of the Gwich'in Tribal Council, one member appointed on the nomination of the Government of the Northwest Territories. One member is appointed by the Federal Government. A Chairperson is appointed after nomination by the members. All appointments are by the Minister of Indian Affairs and Northern Development.

The Gwich'in Land Use Planning Board has an office in Inuvik, staffed by a Land Use Planner.

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

The Planner at the Gwich'in Land Use Planning Board may be contacted by:

P.O. Box 2478
Inuvik, Northwest Territories X0E 0T0

Telephone: 867-777-7936
Facsimile: 867-777-7970
E-mail: planner@gwichinplanning.nt.ca
Internet: www.gwichinplanning.nt.ca

Reading Room

The Board maintains a small library of materials related to land use planning and the Gwich'in Settlement Area at our office in Inuvik. These materials are accessible to the public.

P.O. Box 2478
Inuvik, Northwest Territories X0E 0T0

Halifax Port Authority

Chapter 78

The annual update for this institution was not received for inclusion in the 2006-2007 version of this Info Source publication. The following is from the 2005-2006 version of Info Source.

General Information

Background

The Halifax Port Authority was established pursuant to the Canada Marine Act which received Royal Assent on the 11th day of June 1998 and came into force with respect to Port Authorities on the 1st day of March, 1999. This Act repealed the Canada Ports Corporation Act of 1983 which amended the National Habours Boards Act of 1936, the Government Habours and Piers Act and the 1964 Harbour Commissions Act.

The Canada Marine Act created 18 Port Authorities with their own specific Letters Patent and are responsible to Parliament through the Minister of Transport.

Responsibilities

The roles of the Halifax Port Authority is to facilitate and expand the movement of cargo and passengers through the Port of Halifax, provide facilities, services, and technologies that are competitive, safe, commercially variable, dependable and customer oriented and to operate with board public support in the best interest of Canadians.

Legislation

- Canada Marine Act, R.S.C. 1998, chapter C-10
- Management Regulations
- Operating Regulations

Organization

President and Chief Executive Officer

The President and Chief Executive of the Halifax Port Authority, who is the Head of the Institution for the purposes of the Access to Information Act, exercises all the powers and responsibilities pertaining to this function under the Act in question.

Operations Department

This Department consists of Operations, Engineering, Maintenance, and Security.

Real Estate

The department is responsible for the Authority's Real Estate, Leasing, and Port Safety.

Finance and Administration Department

This Department consists of Accounting, Administration, Human Resources, Finance, Information Technology, Internal Audit; Planning and Statistics.

Marketing Department

This Department is responsible for the Authority's communication plan, government relations, community relations, media relations, business communications, and corporate communications.

Information Holdings

Program Records

Applications for Employment
Description: Information relating to applications received from the general public for possible employment with the Halifax Port Authority.
Topics: employment
Format: electronic
Program Record Number: HALPA HRM 373

Cruise Industry
Description: Information relating to arrival, departure, and promoting of the Cruise Ships Industry under the administration of the Halifax Port Authority.
Topics: cruise ships
Format: electronic
Program Record Number: HALPA TRA 776

Construction and Maintenance
Description: Information relating to construction and maintenance of port property and facilities under the administration of the Halifax Port Authority.
Topics: construction, maintenance
Format: electronic
Program Record Number: HALPA RPR 420

Board of Directors
Description: Information relating to nominees, the Orders-in-Council appointing members, brief biographies and statements of qualifications under the administration of the Halifax Port Authority.
Topics: board of directors
Format: electronic
Program Record Number: HALPA ADM 155

Environmental
Description: Information relating to environmental assessment finding, issues and checklists, and projects under the administration of the Halifax Port Authority.
Topics: environmental, assessments
Format: electronic
Program Record Number: HALPA RPR 494

Handing Facilities (Cargo)
Description: Information relating to handling facilities, storage, transfer, cargo, commodities, transportation and other related subjects under the administration of the Halifax Port Authority.
Topics: cargo, storage, transportation, commodities
Format: electronic
Program Record Number: HALPA TRA 744

Information Technology
Description: Information relating to hardware, software, information systems, security and access systems, departmental requirements, and networks under the administration of the Halifax Port Authority.
Topics: technology
Format: electronic
Program Record Number: HALPA MMA 831

Leases & Agreements
Description: information relating to the agreement of property leasing, licenses, and easements under the administration of the Halifax Port Authority.
Topics: leases, agreements
Format: electronic
Program Record Number: HALPA RPR 474

Port Development
Description: Information relating to Halifax Port Authority growth through capitalization, future planning, and overall development. Includes land use plans, development projects and inquiries under the administration of the Halifax Port Authority.
Topics: port development
Format: electronic
Program Record Number: HALPA TRA 725

Properties
Description: Information relating to the administration of Authority properties, property leases licenses, easements, and title searches under the administration of the Halifax Port Authority
Topics: real estate
Format: electronic
Program Record Number: HALPA RPR 490

Public Affairs and Marketing
Description: Information relating to media relations, press releases, client relations, overseas missions, marketing analysis advertising, promotional events, and community relations under the administration of the Halifax Port Authority.
Topics: marketing, public Affairs
Format: electronic
Program Record Number: HPA TRA 700

Security
Description: Information relating to investigations, security systems, and liaison under the administration of the Halifax Port Authority.
Topics: security
Format: electronic
Program Record Number: HALPA ADM 284

Tariffs Notice
Description: Information relating to charges and procedures for vessels under the administration of the Halifax Port Authority.
Topics: tariff, rates, charges
Format: electronic
Program Record Number: HALPA TRA 720

Tenders
Description: information relating to procedures and information for advertising and awarding tender contracts
Topics: tenders
Format: electronic
Program Record Number: HALPA MMA 802

Transit Sheds
Description: information relating to maintenance and repairs to particular storage sheds under the administration of the Halifax Port Authority.
Topics: storage sheds
Format: electronic
Program Record Number: HALPA RPR 512

Waterlots
Description: Information relating to location and size of waterlots under the administration of the Halifax Port Authority.
Topics: waterlots

Format: electronic
Program Record Number: HALPA RPR 539

Wellness
Description: This information relates to Health and Wellness program and has been established for the purpose of encouraging its full/part-time employees to be physically and mentally healthy by providing access and opportunity to participate in an approved wellness program.
Topics: Fitness weight loss, nutrition, Exercise, sick leave
Format: Electronic
Program Record Number: HALPA HRM 395

Wharves- Jetties- Piers
Description: information relating to location, maintenance & repair of wharves, Jetties or piers under the administration of the Halifax Port Authority.
Topics: jetties, wharves, piers
Format: electronic
Program Record Number: HALPA RPR 546

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Accounts and Accounting

Access to Information & Privacy Requests

Administration and Management Services

Audits

Budgets

Classification of Positions

Employment and Staffing

Finance

Human Resources

Occupational Health, Safety and Welfare

Official Languages

Pensions and Insurance

Personnel

Procurement

Salaries and Wages

Training and Development

Particular Personal Information Banks

Applications for Employment
Description: The bank contains applications received from the general public for possible employment with the Halifax Port Authority.
Class of Individuals: General Public.
Purpose: Information may be used to fill vacancies in the Halifax Port Authority for which applicants have suitable qualifications.
Consistent Uses: This bank is used to record individuals who have applied for employment within the Halifax Port Authority.
Retention and Disposal Standards: Records are retained for two years the destroyed.
RDA Number: 98/005
Related PR#: HALPA PRN 920
TBS Registration: 004296
Bank Number: HALPA PPU 010

Board of Directors
Description: This bank contains correspondence relating to nominees, the Orders-in-Council appointing members, brief biographies and statements of qualifications.
Class of Individuals: Candidates for appointment and appointees to the Board of Directors.
Purpose: The purpose of this bank is to assist in the appointment of individuals as directors of the Halifax Port Authority.
Consistent Uses: This bank is used to access personal information relating to the nomination or appointment of individuals who have potential of being a port authority director. The directors are appointed through the process for selecting directors is outlines in the Canada Mine Act.
Retention and Disposal Standards: Records are retained for five years then transferred to Library and Archives Canada.
RDA Number: 98/001
Related PR#: HALPA PRN 902
TBS Registration: 004297
Bank Number: HALPA PPU 015.

Properties
Description: This bank contains information on owners or tenants of properties.
Class of Individuals: General public.
Purpose: This bank is used to document property transactions between the Authority and the general public such as leases, licenses, sale, exchange or purchase of land.
Consistent Uses: This information is used for accounting purposes.

Retention and Disposal Standards: Records are then retained for two years after the lease expires and then destroyed.
RDA Number: 2001/002
Related PR#: HPA RPR 490
TBS Registration: 004298
Bank Number: HALPA PPU 020

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Hospitality

Relocation

Travel

Manuals

- PC Payroll (Royal Bank) ADP
- Canadian Payroll Manual
- Corporate Planning Procedures Manual
- Port of Halifax Contingency Plan Manual
- Superannuation Insurance
- Administration Manual
- Financial Management Policies and Guidelines

Additional Information

Please see the introduction to this publication for information on access procedures under the provision of the Access to Information Act and the Privacy Act.

Requests for future information about the Halifax Port Authority and its various programs and functions may be directed to:

Halifax Port Authority
Ocean Terminals
P.O. Box 336
Halifax, Nova Scotia B3J 2P6

Telephone: 902-426-8222
Facsimile: 902-426-7335

Reading Room

Halifax Port Authority has designated a conference room under the Access to Information Act as a public reading room. The address is:

1215 Marginal Road, 1st Floor
Halifax, Nova Scotia

Hamilton Port Authority

Chapter 79

The annual update for this institution was not received for inclusion in the 2006-2007 version of this Info Source publication. The following is from the 2005-2006 version of Info Source.

General Information

Background

The Hamilton Harbour Commissioners was established in 1912 pursuant to The Hamilton Harbour Commissioners Act. On May 1, 2001, The Hamilton Harbour Commissioners was continued as the Hamilton Port Authority pursuant to the Canada Marine Act.

The Canada Marine Act, which received Royal Assent on the 11th day of June, 1998, established 18 Port Authorities with their own specific Letters Patent. Each Port Authority is responsible to Parliament through the Minister of Transport.

Responsibilities

The mission of the Hamilton Port Authority is to promote and develop the movement of cargo and people while advancing the economic interests of the Hamilton region. The Hamilton Port Authority must take into consideration community interests and the local environment while ensuring financial self-sufficiency of the Authority. To this end, the HPA ensures that the Port is cost-effective, develops and manages its assets efficiently, stimulates industrial activity and business growth, is innovative within the port and transportation fields and preserves the port's heritage. The port authority develops opportunities including industrial parks, recreational facilities and commercial development on the Harbour.

The role of the Hamilton Port Authority is to facilitate and expand the movement of cargo through the Port of Hamilton, provide facilities and services that are competitive, safe and commercially viable. The Port manages marine navigation and safety issues within port boundaries and develops marine-related businesses on the lands that it owns or manages.

The Port Authority provides leadership and maintains a marine infrastructure that: satisfies the needs of users; offers, in a commercially viable manner, the best terminal handling operations and services; encourages responsible and sustainable property development; provides for a high level of safety and environmental protection; and supports the achievement of local, regional and national socioeconomic objectives.

Legislation

- Canada Marine Act, R.S.C. 1998, chapter C-10
- Letters Patent
- Management Regulations
- Operations Regulations

Organization

Board of Directors

The Hamilton Port Authority is managed by a seven-member board of directors. The federal, provincial and municipal government each appoint one member. The other four members are selected from among nominees advanced to the federal government by the standing Hamilton Port Authority Nominating Committee. Candidates are the nominees of the Port's three User Group categories and appointed by the Minister of Transport. The Board elects a Chair from amongst its members.

Executive Office

The President and CEO is the head of the corporation and exercises all the powers and responsibilties pertaining to this function under the Act, the Regulations and the Letters Patent. The President and CEO monitors outside legal services, the development of corporate policy, and liaison with all levels of government and other port authorities. The President and CEO leads a team of Managers consisting of the Vice President, Finance and Administration, the Vice President, Operations/Harbour Master, and the Vice President, Marketing. In addition, the Executive Office is responsible for the management and maintenance of the Harbour-West Marina, and identifiying and developing business opportunities for recreational and commercial markets within the authority of the corporation.

Finance and Administration

This department is responsible for general accounting, financial analysis, budget forecasts, preparing of financial reports and the five-year business plan, cash management, insurance, administering capital projects, corporate secretarial services at all Board of Directors meetings, purchasing and supplies, information technology, and human resources.

Operations

The Operations department comprises the divisions of the business briefly summarized below:

Within the Harbour Master's division, responsibilities include marine traffic management within the harbour limits, Port Security, enforcement of regulations as a port authority as well as emergency planning.

Within the Real Estate division, responsibiltities include review and awareness of land development opportunities, addressing property issues, administering leases, permits and licenses of tenants and activities within the area of jurisdiction.

Within the Engineering division, responsibilities include implementation of capital works projects, construction coordination with new and existing tenants, and management of navigable channels.

Within the Maintenance and Purchasing division, responsibilities include overseeing of all maintenance and repair to port authority leased or owned properties, buildings, vehicles, and vessels, leadership and participation in health and safety initiatives and training, and managing the purchase of goods and services.

Marketing

This department is responsible for business development, tariffs, customer relations, community relations, sponsorships and donations, media relations, business communications, corporate events and communications, promotional affairs and advertising.

Information Holdings

Program Records

Operations

Description: Information relating to security, Port Security Plan, movement of traffic, vessels, safety, pollution, debris control, emergency planning.
Topics: ISPS Code and compliance information, security issues and procedures, incidents, patrol operations, permits, marine emergency plan, aids to navigation.
Program Record Number: HPA HMO 001

Property

Description: Information relating to the administration of properties, leases and agreements, purchases, sales.
Topics: lease agreements, title information, insurance, appraisals, purchases, sales.
Program Record Number: HPA PRO 001

Engineering

Description: Information relating to harbour projects design and construction.
Topics: environmental initiatives, landscaping, dredging, land fill, designs, plans and drawings, Engineering Library.
Program Record Number: HPA ENG 001

Maintenance

Description: Information relating to maintenance of port authority-owned and leased land, buildings and vehicles.
Topics: maintenance, purchasing, repairs, labour, vehicles.
Program Record Number: HPA MTC 001

Marketing

Description: Information relating to advertising, customers, promotional events, media, community relations, and press releases.
Topics: advertising, publications, corporate newsletter, sponsorships, donations, media clippings, tariffs.
Program Record Number: HPA MKT 001

Harbour-West Marina

Description: Information relating to Harbour-West Marina and its customers.
Topics: slip rental rates, advertising, publications, boat show, brokerage business.
Program Record Number: HPA HWM 001

Legal and Corporate Secretarial

Description: Information relating to acts and regulations, legal opinions, litigation and research. Includes Board of Directors and Committee minutes and Orders in Council appointing Board members.
Topics: Acts, regulations, HPA Letters Patent, Board of Directors meetings agendas and minutes, Board of Directors appointments.
Program Record Number: HPA COR 001

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Administration and Management Services

Audits

Budgets

Buildings and Properties

Employment and Staffing

Finance

Human Resources

Pensions and Insurance

Physical Security

Salaries and Wages

Staff Relations

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Security Video Surveillance & Temporary Visitor Access Control Logs & Building Passes

Classes of Personal Information

In the course of conducting the programs and activities of the Port, categories of personal information may be accumulated which are not contained in the specific information banks described above. Such personal information includes: requests for information, expressions of public support, offers of services and complaints. This information is stored as part of the general subject files, where records are not normally retrieved by name of individual or other identifier.

This form of personal information is normally retrievable only if specifics are provided concerning the subject matter, related program activity, as well as the date the information was received by the Hamilton Port Authority and the name of the person to whom it was addressed. The retention periods for these types of personal information are controlled by the records disposal schedules of the general subject files in which they are stored.

Manuals

- Board of Directors Manual
- Emergency Contingency Manual
- Health and Safety Manual
- Port Security Plan
- Hamilton Port Authority Policy Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Hamilton Port Authority and its various programs and functions may be directed to:

Hamilton Port Authority
605 James St. N., 6th Floor
Hamilton, Ontario L8L 1K1

Telephone: 905-525-4330
Facsimile: 905-528-6282
E-Mail: info@hamiltonport.ca
Internet: www.hamiltonport.ca

Reading Room

The Hamilton Port Authority has designated a room on the premises as the public reading room.

Hamilton Port Authority
605 James St. N., 6th Floor
Hamilton, Ontario L8L 1K1

Hazardous Materials Information Review Commission

Chapter 80

The annual update for this institution was not received for inclusion in the 2006-2007 version of this Info Source publication. The following is from the 2005-2006 version of Info Source.

General Information

Background

The Hazardous Materials Information Review Commission (HMIRC) was established by the Hazardous Materials Information Review Act, assented to on June 30, 1987 and proclaimed on October 1, 1987. The Commission is part of the Workplace Hazardous Materials Information System (WHMIS) which requires that information about the hazards of materials produced or sold in Canada or used in Canadian workplaces be provided by suppliers to employers and, in turn, by employers to employees.

Responsibilities

As a vital and independent agency, accountable to Parliament through the Minister of Health, the mission of the Commission is to: ensure a balance between industry's right to protect confidential business information and the right of employers and workers to know about the hazardous materials they deal with in the workplace; provide a trade secret mechanism within WHMIS; resolve complaints and disputes impartially, fairly and promptly through statutory or alternate means.

To achieve its mission, the Commission carries out the following mandate under the authority of the Hazardous Materials Information Review Act and the provincial and territorial occupational health and safety acts: to formally register claims for trade secret exemptions, and issue registry numbers; to issue decisions on the validity of claims for exemption using prescribed regulatory criteria; to make decisions on the compliance of material safety data sheets (MSDSs) and labels within the WHMIS requirements; and to convene independent, tripartite boards to hear appeals from claimants or affected parties on decisions and orders issued by the Commission.

Legislation

- Hazardous Materials Information Review Act [R.S.C., 1985, c. 24 (3rd Supp.), Part III]
- Hazardous Materials Information Review Regulations (SOR/88-456, August 25, 1988; amendment: SOR/88-510, September 29, 1988; SOR/89-288, June 1, 1989; SOR/91-419, June 20, 1991; SOR/93-234, May 11, 1993)
- Hazardous Materials Information Review Act Appeal Board Procedures Regulations (SOR/91-86, January 7, 1991)

Organization

A Council of Governors, consisting of members representing workers, suppliers, and employers, and the federal, provincial and territorial governments governs the Commission. Each governor is appointed by the Governor in Council to hold office for up to a three-year term. A Chairperson chosen by the governors for a term of one year heads the Council.

The Council is responsible for making various recommendations to the Minister of Health, including changes to the regulations respecting the Commission's fee structure, to procedures for reviewing claims for exemption and to appeal procedures.

The President and CEO is appointed by the Governor in Council, and has the authority and responsibility to supervise and direct the organization's work on a day-to-day basis. The President is accountable to the Council of Governors and the Minister of Health. The President's Office acts as Secretariat to the Council of Governors.

The Commission is organized into two branches: Operations and Corporate Services and Adjudication.

Operations

The Vice-President, Operations, has the authority and responsibility to supervise and direct the work within the Client Services, MSDS Compliance and Screening business lines.

Client Services

The aim of Client Services is to assist suppliers or employers in protecting their products' confidential business information while allowing them to meet their disclosure obligations under the WHMIS.

Client Services involves the formal registration of claims for exemption, the issuance of registry numbers, and the security of claim-related information. Service to clients begins when a company wanting to make a claim and needing to know what the process involves contacts the Commission.

Client Services assists companies in protecting confidential business information while at the same time meeting their WHMIS obligations. Information is provided that can help companies present complete and accurate MSDSs with their claims. Our Web site helps share this information with industry and labour. Once the application is accepted as complete, we issue the company a registry number for the claim in no more than seven days.

Screening officers have the statutory responsibility to decide whether claims are valid, and for determining whether MSDSs or labels submitted with the claims comply with the WHMIS legislation.

The decision on claim validity is reached by reviewing supporting information from the claimant against the criteria prescribed in the Hazardous Materials Information Review Regulations.

MSDS Compliance and Screening

The aim of both the MSDS Compliance and Screening business lines is to regulate, in the public interest, the maximum health and safety benefits in the workplace.

Screening officers review claim related MSDSs and, in some cases, labels pursuant to the Hazardous Products Act, the Canada Labour Code, and provincial and territorial occupational health and safety legislation, and decide whether they are within the WHMIS regulatory requirements. Such decisions take into account health and safety advice prepared by scientific evaluators in the MSDS Compliance Division.

When work begins on a file, the first step is to build a collection of scientific information relevant to each of the product's ingredients. The evaluator will be alert for new information or information of which the company might not have been aware, trying to ensure that the MSDS reflects the current state of knowledge about the hazards that may be associated with a product.

Evaluators assess this information and prepare an advice document for the screening officers on the health and safety hazards posed by the product, which have not been adequately disclosed on the MSDS. The screening officers offer claimants, and any affected party who has made representation to the screening officer following publication of the Notice of Filing in the Canada Gazette, an opportunity to review and comment on the health and safety information and advice provided by the evaluators. In the case of the latter, sharing an advice document with an affected party must respect the legislative provisions, which protect the confidentiality of information received from a claimant.

At the conclusion of the claim and MSDS review process, a formal Statement of Decision is forwarded to the claimant. Should a claim be ruled invalid, an order is issued to the claimant to disclose the confidential business information, which was the subject of the claim. Where the MSDS or label does not meet the WHMIS requirements, the screening officer orders that changes be made to bring about compliance. All orders specify the period during which various changes must be made if the product is to continue to be sold in Canada.

A notice is published in the Canada Gazette to make public the decisions and orders issued by the screening officer, and to initiate the time during which the claimant and affected parties may appeal the decisions or orders. If no appeal is filed, the claimant must provide a copy of the amended MSDS to the screening officer, who reviews it to ensure compliance with the order.

Corporate Services and Adjudication

The Vice-President, Corporate Services and Adjudication, who is also the Chief Appeals Officer, has the authority and responsibility to supervise and direct the work within the Regulatory Affairs and Appeals business line, Corporate Services and Communications.

Regulatory Affairs and Appeals

The aim of Regulatory Affairs and Appeals is to provide all parties with a range of options for discussion on issues arising from decisions and orders of the Commission in order to prevent disputes from arising and where they do arise, to address them as early and effectively as possible.

The Commission has developed, through consultation, a dispute resolution system, which will supplement and work in conjunction with the current appeals process.

The appeals process includes the convening of independent tripartite boards to hear appeals from claimants or affected parties. An appeal may relate to the compliance of an MSDS, the rejection of a claim or to request disclosure in confidence, for reasons of health and safety in a workplace, of information in respect of which a claim for exemption is made. For each appeal filed, a Notice of Appeal is published in the Canada Gazette to provide affected parties with an opportunity to make representations to the appeal board.

An appeal board is comprised of a Chairperson appointed by the Chief Appeals Officer, and two members appointed by the Chairperson: one representing suppliers and/or employers, and the other, workers. Board members are selected from lists of potential nominees established in accordance with the Hazardous Materials Information Review Act.

The final outcome of the appeals process is a decision by the appeal board to dismiss the appeal and confirm the decisions or orders of the screening officer; or to allow the appeal and either vary or rescind the decisions or orders being appealed. A Notice of Decision, including the purport and reasons, is published in the Canada Gazette.

Corporate Services

The Corporate Services Division has been mandated with a very important role: ensuring the success of the three core business lines. Corporate Services provides a full range of services to the Commission including finance, records and facilities management, security, management services, information technology, administration, human resources and strategic planning.

Communications

The Communications Division is responsible for managing the internal and external communications of the Commission.

Information Holdings

Program Records

Accommodation and Buildings
Description: Information relating to the acquisition of accommodation.
Topics: Purchase or rental of existing buildings; office floor plans; moving arrangements; fire prevention; utilities; requests for new accommodation.
Program Record Number: HMI ADM 500

Acts and Legislation
Description: General information relating to the legislative process, regulatory development and review, delegation of authority, legal advice and opinions and material specific to the Hazardous Materials Information Review Act (HMIRA) and related regulations.
Topics: Federal Regulatory Process, policies and Annual Plan; correspondence and supporting documentation related to the development and amendment of HMIRA and Hazardous Materials Information Review Regulations and HMIRA Appeal Board Procedures Regulations; correspondence concerning amendments to the Hazardous Products Act, Controlled Products Regulations, Canada Labour Code and Provincial and Territorial Occupational Safety and Health Acts and Regulations, and related legal opinions.
Program Record Number: HMI ADM 040

Administration
Description: General subjects and information relating to administrative responsibilities of the Hazardous Materials Information Review Commission.
Topics: Access to Information and Privacy requests and materials; communications strategies and projects; organizational charts; Memoranda of Understanding between the Commission and other federal/provincial governments; security matters, including policies related to physical and personnel security.
Program Record Number: HMI ADM 100

Appeals
Description: Information concerning the activities and functions of the appeals process.
Topics: Policies and procedures for the establishment of appeal boards; lists of potential appeal board members and Chairpersons, by province; hearing room accommodation; physical and personnel security requirements for hearings, enhanced reliability security checks on board

members; and appeals administration and budget information.
Program Record Number: HMI APP 010

Equipment and Supplies
Description: Information relating to purchasing, procurement, planning and inventory of office equipment and supplies.
Topics: Suppliers information and catalogues; PWGSC procurement and requisition; maintenance and repair of equipment and furniture; inventory of supplies; office furniture and furnishings.
Program Record Number: HMI ADM 550

Financial Management
Description: Information relating to all aspects of finance.
Topics: Budgets; accounting; financial statements and reports; multi-year operational plans; directives and guidelines; contracts and contractor records; cost-recovery; revenue processing; Treasury Board submissions and decisions; travel and transportation allowances and expenses.
Program Record Number: HMI ADM 700

Information Resources Management
Description: Information relating to the management of information.
Topics: Library services; mail, messenger and telecommunications services; forms management; records and correspondence management; and information systems development and implementation.
Program Record Number: HMI ADM 800

Organizations – Governmental and Non-Governmental
Description: General information relating to federal and provincial organizations and private sector groups and professional associations responsible for or involved in issues concerning occupational safety and health, chemical products manufacturing, etc.
Topics: Organizations and associations concerned with occupational health and safety.
Program Record Number: HMI ADM 050

Operations Branch
Description: Information concerning the activities of the Operations Branch.
Topics: Policies and procedures related to the review of claims for exemption and decision-making criteria; Issue Resolution Sheets.
Program Record Number: HMI COM 030

Personnel Management
Description: Information relating to the administration of personnel management activities.
Topics: Staffing; staff relations; pay and benefits; classification of positions; person-year allotments; job descriptions; official languages; training and development.
Program Record Number: HMI ADM 900

Registry/Application Assessment
Description: Information concerning the activities of the Registry and Application Assessment Sections.
Topics: Claims registration and procedures; Notice of Filing in the Canada Gazette; policies regarding the withdrawal of claims; policies and procedures relating to the review of MSDSs and labels; inter-departmental meetings; and general correspondence to all claimants.
Program Record Number: HMI OPR 020

Workplace Hazardous Materials Information System (WHMIS)
Description: Information of both a general and specific nature related to WHMIS activities, at the federal and provincial/territorial level, including tripartite committees on which the Commission sits as a member.
Topics: General WHMIS publications and instruction manuals produced by the provincial OSH agencies, federal departments or private publishing firms; Interdepartmental WHMIS Coordinating Committee; Current Issues Committee and related sub-committees; WHMIS Exclusion Review Committees; international harmonization initiatives; WHMIS contact list (provincial and federal); WHMIS Policy Issue Sheets; WHMIS Reference Manual.
Program Record Number: HMI ADM 060

Particular Personal Information Banks

Appeal Board Member Nominees
Description: This bank contains names, addresses, work experience, qualifications (curricula vitae), reliability check results and availability status pertaining to each nominee. Information is organized according to province, role of the member on the board (i.e. Chairperson, industry or worker representative) and relevant act under appeal (Hazardous Products Act or Canada Labour Code).
Class of Individuals: Potential appeal board nominees, including Chairpersons and industry and labour representatives, for appeals relating to the Hazardous Products Act and Canada Labour Code, as recommended by the nominating organization or provincial/federal minister.

Purpose: This bank provides a list of potential Chairpersons and board members and relevant selection criteria to facilitate their appointment to tripartite boards to hear appeals of decisions or orders of screening officers of the Commission.
Consistent Uses: Information in the bank may be used to determine appointments to appeal boards.
Retention and Disposal Standards: The files on individuals are retained for two years after the termination of their nomination as potential appeal board Chairperson or member, after which they are destroyed.
RDA Number: 2003/001
Related PR#: HMI APP 010
TBS Registration: 002882
Bank Number: HMI PPU 020

Requests for Access to Information and Privacy
Description: This bank contains request forms received by the Commission for access to information, including personal information, requests for corrections, answers to requests, results of consultation with other departments, and information related to their processing.
Class of Individuals: General public.
Purpose: The purpose of this bank is to answer requests received under the Access to Information Act and the Privacy Act, and to prepare annual reports in accordance with the provisions in these acts.
Consistent Uses: The information may be transmitted to other departments for consultation purposes.
Retention and Disposal Standards: The files are arranged in numerical order, by request number. The records are retained for two years, after which they are destroyed.
RDA Number: 2003/001
Related PR#: HMI ADM 100
TBS Registration: 002880
Bank Number: HMI PPU 005

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents

Personnel Security Screening

Relocation

Travel

Manuals

- Appeals Branch Manual
- Classification and Designation Guide
- Compliance Manual and Screening Guidelines
- Quality Assurance Manual
- Registry Policy and Procedures Manual
- Security Policy Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Commission and its activities may be directed to:

Hazardous Materials Information Review Commission
427 Laurier Avenue West, 7th Floor
Ottawa, Ontario K1A 1M3

Telephone: 613-993-4331
Facsimile: 613-993-5016
E-Mail: hmirc-ccrmd@hc-sc.gc.ca
Internet: www.hmirc-ccrmd.gc.ca

Requests for information under the Access to Information Act or the Privacy Act should be directed to:

Access to Information and Privacy Coordinator
Hazardous Materials Information Review Commission
427 Laurier Avenue West, 7th Floor
Ottawa, Ontario K1A 1M3

Telephone: 613-993-4331
Facsimile: 613-993-5016

Reading Room

In accordance with the Access to Information Act, an area on the premises of this institution has been designated as a public reading room. The address is:

427 Laurier Avenue West, 7th Floor
Ottawa, Ontario K1A 1M3

Health Canada

Chapter 81

General Information

Background

Health Canada is the federal department responsible for helping the people of Canada maintain and improve their health, while respecting individual choices and circumstances.

Public Health Agency of Canada

The Public Health Agency of Canada, which was launched on September 24, 2004, as part of the new federal strategy for public health, includes all aspects of the former Population and Health Branch of Health Canada. Please refer to the Public Health Agency of Canada for further information.

Responsibilities

In partnership with provincial and territorial governments, Health Canada provides national leadership to develop health policy, enforce health regulations, promote disease prevention and enhance healthy living for all Canadians. Health Canada ensures that health services are available and accessible to First Nations and Inuit communities. It also works closely with other federal departments, agencies and health stakeholders to reduce health and safety risks to Canadians. Through its administration of the Canada Health Act, Health Canada is committed to maintaining this country's world-renowned health insurance system which is universally available to permanent residents, comprehensive in the services it covers, accessible without income barriers, portable within the country and publicly funded. Each province and territory administers its own health care plan with respect for these five basic principles of the Canada Health Act. Many factors, including family history, social or financial status, physical environment and personal lifestyle choices influence individual health. By making Canadians more aware of dangers to their health, protecting them from avoidable risks and encouraging them to take a more active role in their health, Health Canada fosters a healthier population and contributes to a more productive country.

Legislation

- Assisted Human Reproduction Act, Sections currently in force: 1-7; 9-11; 13; 20-23; 24 (1) (b), (c), (d), (f), (g), (h) and 24 (2); 25-39; 60-75; 77 & 78
- Authority to Sell Drugs Fees Regulations, SOR/95 31
- Canada Health Act, R.S.C. 1985, c. C-6
- Canadian Centre on Substance Abuse Act, R.S.C. 1985, c. 49 (4th Supp.)
- Canadian Environmental Protection Act, 1999, S.C. 1999, c. 33
- Cigarette Ignition Propensity Regulations, SOR/2005-178
- Controlled Drugs and Substances Act, S.C. 1996, c. 19
- Department of Health Act, R.S.C. 1985, c. H 3.2
- Drug Evaluation Fees Regulations, SOR/95-424
- Emergency Preparedness Act, R.S.C. 1985, c. 6 (4th Supp.)
- Energy Supplies Emergency Act, R.S.C. 1985, c. E-9
- Establishment Licensing Fees Regulations, SOR/98-4
- Extra-billing and User Charges Information Regulations, SOR/86-259
- Financial Administration Act, R.S.C. 1985, c. F-11
- Fitness and Amateur Sport Act, R.S.C. 1985, c. F-25
- Food and Drugs Act, R.S.C. 1985, c. F-27
- Hazardous Materials Information Review Act, R.S.C. 1985, c. H-2.7
- Hazardous Products Act, R.S.C. 1985, c. H-3
- Human Pathogens Importation Regulations, SOR/94-558
- Licensed dealers for Controlled Drugs and Narcotics Fees Regulations, SOR/98-5

- Medical Devices Fees Regulations, SOR/95-585
- Medical Research Council Act, R.S.C. 1985, c. -4 and the Canadian Institutes of Health Research Act, S.C. 2000 c. 6, except for sections 40, 41, 43, 45, 47, 49 and 51 which are not into force yet
- Patent Act, R.S.C. 1985, c. P-4
- Patented Medicines (Notice of Compliance) Regulations, SOR/93-133, SOR/98-166
- Patented Medicines Regulations, SOR/88-474, SOR/94-688, SOR/95-172, SOR/98-105
- Pest Control Products Act, R.S.C. 1985, c. P-9
- Pest Control Products Regulations, SOR/2006-124
- Pesticide Residue Compensation Act, R.S.C. 1985, c. P-10
- Pesticide Residue Compensation Regulations, [C.R.C., c. 1254]
- Potable Water Regulations for Common Carriers, C.R.C., c. 1105
- Quarantine Act, R.S.C. 1985, c. Q-1
- Queen Elizabeth II Canadian Research Fund Act, R.S.C. 1970, c. Q-1
- Radiation Emitting Devices Act, R.S.C. 1985, c. R-1
- Radiation Protection Regulations, SOR/2000-203
- Regulations Prescribing the Fees to be Paid for a Pest Control Product Application Examination Service, SOR/97-173
- Tobacco (Access) Regulations, SOR/99-93
- Tobacco Act, [1997, c. 13]
- Tobacco Products Information Regulations, SOR/2000-272
- Tobacco Reporting Regulations, SOR/2000-273
- Tobacco (Seizure and Restoration) Regulations, SOR/99-94
- Veterinary Drug Evaluation Fees Regulations, SOR/96-143

Organization

Audit and Accountability Bureau

The Audit and Accountability Bureau (AAB) is responsible for ensuring that the departmental Internal Audit plan attains the government's priorities for the use of Internal Audit as a key to strengthening public service governance and accountability.

The mandate of the AAB is to provide independent advice and assurance to the Associate Deputy Minister, and Departmental Audit Committee on the effectiveness and efficiency of risk management, controls and governance processes. This is achieved by: Ensuring the Deputy Minister has independent, objective advice, guidance and assurance on the adequacy of the department's control and accountability processes; including assessing the adequacy of controls over financial management, financial reporting and the delivery of programs and activities with due regard to efficiency, effectiveness and economy; directing the implementation of the new Internal Audit policy of the Government of Canada; directing the development of a specialized framework for the conduct of forensic audits and investigations relating to losses of money, illegal acts and other improprieties against the Crown; and leading the program to receive and act on disclosures of wrongdoing and report to the Deputy Minister.

The Bureau is organised as follows: Forensic Audit & Investigations Directorate; Internal Audit Directorate; Continuous Auditing and Monitoring Directorate; Strategic Policy and Special Projects Unit.

Chief Financial Officer Branch

The Chief Financial Officer Branch (CFOB) is the departmental focal point of accountability to ensure rigorous stewardship of resources and managing for results. The CFOB provides strategic advice to the Minister, Deputy Ministers and the Departmental Executive with respect to all aspects of financial and material management and program evaluation, as well as anticipating and promoting future trends. The CFO reports directly to the Deputy Minister and is a key member of Health Canada's Departmental Executive Team. The CFO is also the lead executive with Central Agencies for overall financial management and has a functional reporting relationship to the Comptroller General of Canada.

In particular, the CFOB is responsible to provide the necessary enabling frameworks, policies, systems, and best practices and tools to support financial management and operations; ensure prudence and probity in compliance with government financial policies and regulations; strengthen risk management practices; enhance performance measurement and reporting; promote efficient administrative shared services; and, monitor and report on the overall implementation of the government's Management Accountability Framework (MAF).

Financial Operations Directorate

The Financial Operations Directorate is responsible for the management of departmental resources and its role is to continuously strengthen financial management and accountability practices within the Department. This is done through the provision of high quality financial support and advice to departmental senior management, increased transparency, and effective relations with Central Agencies and Portfolio members.

The Directorate activities include the provision of direct services such as financial management and development of internal policies, functional and advisory assistance to managers, and financial systems development and training to all branches.

Departmental Performance Measurement and Evaluation Directorate (DPMED)

DPMED is responsible to provide objective and independent information on the performance of Health Canada's policies, programs, initiatives and functions and to promote performance measurement, to help increase Health Canada's effectiveness and efficiency. The directorate operates under the functional direction of the Departmental Audit and Evaluation Committee and the Deputy Minister and Associate Deputy Minister, and the administrative direction of the Chief Financial Officer.

Key activities include evaluation studies and developing evaluation and performance measurement frameworks; providing expert advice on the development and implementation of results-based management and accountability frameworks; developing tools and delivering training to increase Health Canada's capacity in performance management and measurement; coordinating, planning and monitoring Health Canada's performance measurement and evaluation functions (functional stewardship), including developing and implementing performance measurement and evaluation standards, processes and tools; and, advising the Deputy Minister, Associate Deputy Minister and the Departmental Audit and Evaluation Committee on evaluation and related issues and activities in Health Canada.

Materiel Management Directorate (MMD)

MMD provides leadership, management services and functional direction to Health Canada's procurement community in support of program activities. Services provided by the Directorate include: acquisition of goods and services, fleet management, assets management and inventory control, long term capital planning, and materiel policy development.

MMD also provides leadership in the development and implementation of a new Government of Canada Marketplace (GoCM) initiative lead by PWGSC to find innovative ways to deliver services more intelligently, more timely, and at a reduced cost to improve and standardize processes for how the Government of Canada does business. The GoCM initiative is an innovative web-based portal (e-procurement tool), which will enable Health Canada employees to buy specific goods and services using readily available on-line Government of Canada catalogues and standing offers.

Corporate Administrative Shared Services and Procurement Reform Directorate (CASSPRD)

CASSPRD is a new directorate responsible for providing leadership in the development and implementation of the administrative shared services and procurement reform initiatives within Health Canada. The intent of the corporate administrative shared services initiative is to improve the delivery of internal administrative services and increase operational efficiency and to consider a range of generally transaction-based services that could be delivered to all or many departments/agencies by a common service provider. The Directorate will also explore possibilities for sharing common administrative services.

The Directorate will provide leadership and be the focal point in the coordination and development of Health Canada's part in the government-wide strategy to meet identified target savings for the next several years.

Planning and Corporate Management Practices Directorate (PCMPD)

The PCMPD provides leadership and coordination to Health Canada in the development and implementation of a range of department-wide or government-wide projects. It is responsible to develop strategies to communicate and build understanding about modern management and to incorporate modern comptrollership principles and concepts into management learning activities, such as the Management for Results course and the sharing of best practices. The directorate is also the Department's focal point for addressing the TBS reporting requirements on the Management Accountability Framework (MAF) and leads the work of the Department's MAF Network comprised of representatives from each branch, region and functional areas of expertise.

The PCMPD is the departmental lead for Integrated Risk Management (IRM), houses the Department's Office of IRM, and directs and manages the work of the departmental IRM Network comprised of representatives from each branch, region and functional areas of expertise. It provides full secretariat services to the Departmental Executive Sub-Committee on Finance, Evaluation and Accountability (DEC-FEA), including maintaining a database for documentation and forward agenda.

Departmental Resource Management and Operational Planning Directorate (DRMOPD)

The Departmental Resource Management and Operational Planning Directorate is responsible for managing financial resources and developing and monitoring the operational plan at the department level. It supports the Chief Financial Officer, the Deputy Minister, and the Minister to ensure efficient, effective, and prudent management of resources in pursuit of government and departmental priorities. A core function of the Directorate is to ensure the linking of resources to program activities and outcomes in planning, to monitor departmental operations against the plan, and to report on results internally as well as externally for management and accountability purposes.

The key activities of the Directorate include: providing strategic resource management advice to departmental senior management as well as to program managers, planners, and financial officers; developing the Main and Supplementary Estimates, the Interim Supply, the Annual Reference Level Update, and the Departmental Performance Report; directing the strategic financial component of the Departmental Strategic Plan; directing the departmental operational planning and resource management frameworks, including the development of the Departmental Operational Plan and monitoring its implementation; and providing professional support and coordinate functional reviews in the development / approval of the Treasury Board Submissions and Memoranda to Cabinet for the department and the health portfolio organizations.

Corporate Services Branch

The Branch provides corporate support and services in the following areas: human resources management; assets, real property and facilities management, occupational health, safety, emergency and security management; information technology and information management; executive correspondence; access to information and privacy requests/issues; and, corporate policy development on information handling practices.

Assets Management and Executive Correspondence Directorate (AMECD)

The AMECD supports the effective management of the Department's Executive Correspondence, physical assets and the occupational health, safety and, security of the employees of Health Canada. The range of services in support of departmental programs includes: custodial and leased property acquisition, maintenance and disposal; real property and facilities management and planning; accommodation services; occupational health and safety, security; environmental management for its facilities; and coordination of executive correspondence. The Directorate develops and maintains policies, systems, and procedures governing the management of these services within Health Canada.

Chief Information Officer (CIO)

The CIO is responsible for leading the Department's strategic information management/ information technology (IM/IT) planning process, establishing a common departmental architecture (including policies and standards); being a champion of the Computer Science (CS) community in fostering excellence and a shared management regime; and leading colleagues in the implementation of best practices for IM/ IT project management, procurement and performance measurement.

Human Resources Services Directorate (HRSD)

The HRSD contributes to the effective management of human resources within Health Canada by providing strategic advice and guidance on a wide variety of Human Resources Management issues. This includes working with our partners to develop plans and strategies to recruit, develop and retain employees. The HRSD is responsible for developing policies, tools and related training to help managers and employees at all levels to achieve their business goals. It also provides advice and delivers services in such areas as: staffing, classification, organizational design, healthy workplaces, labour relations, conflict resolution, mediation, and compensation, workforce planning including official languages, diversity, continuous learning and recognition of achievements.

Information Management Services Directorate (IMSD)

Under the direction of the CIO, IMSD provides the strategy, policies, infrastructure, tools and competent personnel necessary for Health Canada to make effective use of information management, information technology and knowledge management (IM/IT/KM) in the delivery of departmental programs and services. This includes coordination of a departmental planning process for information and knowledge management, development and management of a diversified technology architecture, and design and implementation of informatics initiatives, strategies, technologies and policies in the Department.

Access to Information and Privacy Division

The Access to Information and Privacy (ATIP) Division is responsible for coordinating, receiving and evaluating Access to Information and Privacy requests for the Department and it also acts as the privacy policy focal point to increase privacy awareness and promote consistency in privacy practices across Health Canada. The Division works in collaboration with Legal Services and is responsible for overseeing the development of corporate-wide privacy policies and practices that guide personal information handling and sharing practices in Health Canada. It provides liaison and coordination with federal partners, provincial ministries of health and other key stakeholders to promote two-way information and knowledge sharing, to support collaborative work on common issues and concerns and to foster greater protection of personal health information across Canada's health-care sector.

Planning & Operations Directorate (POD)

The POD is responsible for the development and coordination of branch strategic and business plans, including development of performance measures and input to Departmental planning documents; liaison with other departments and central agencies on planning and operational issues; the conduct of special projects; the development of Branch policies and procedures and the provision of advice and leadership in the application of good management practices; co-ordination of audits and evaluations; provision of Branch management services including human resources, facilities management and administrative services such as occupational safety and health, access to information, records management and security.

First Nations and Inuit Health Branch

The First Nations and Inuit Health Branch (FNIHB) works with First Nations and Inuit people to improve and maintain the health of Aboriginal peoples. It provides health services to status Indians living on reserve, communities in the territories, and to Inuit people through community-based nursing stations, health centres, and other health facilities in isolated and remote areas. The goals of the branch are to improve the health of First Nations and Inuit, support their access to quality health services and to facilitate greater control over health programs. Its regional offices are located in every province, except in the Atlantic Provinces, which are represented by the Atlantic Region. The delivery and management of Health Canada's community-based wellness programs in the territories are carried out by the Northern Secretariat. The Northern Secretariat also participates in the negotiation and implementation of self-government agreements and the strengthening of partnerships among First Nations, Inuit, territorial governments and other stakeholders.

Business Planning and Management Directorate (BPMD)

The BPMD helps the First Nations and Inuit Health Branch develop and improve strategies, priorities, programs, policies and funding arrangements required to deliver health services to First Nations and Inuit. BPMD develops accountability frameworks to support the delivery

of health services to over 630 First Nations and Inuit communities in Canada. BPMD also develops information management frameworks and processes to ensure that FNIHB's information, including personal and health information, is maintained and safeguarded appropriately.

Chief Executive Advisor, First Nations and Inuit Relations

The Office of the Chief Executive Advisor for First Nations and Inuit Relations helps strengthen the First Nations and Inuit Health Branch's policy and planning efforts by: coordinating the negotiations related to new delivery models; maintaining relations and undertaking consultations with Aboriginal groups at the national and regional levels; coordinating branch initiatives in partnership with organizations such as the Assembly of First Nations and Inuit Tapiriit Kanatami.

Community Programs Directorate

The Community Programs Directorate aims to improve the health of First Nations on reserve and Inuit by promoting health and preventing disease among children and youth, and persons at risk of chronic disease, mental illness and addictions.

Non-Insured Health Benefits Program

The Non-Insured Health Benefits Program provides medically necessary health-related goods and services not covered by other federal, provincial, territorial or third-party health insurance plans to about 780,000 eligible registered Indians and recognized Inuit. These benefits complement provincial/territorial insured health-care programs and include pharmaceuticals, medical transportation, dental care, vision care, medical supplies and equipment and payment of provincial health-care premiums (British Columbia and Alberta), and mental health counselling.

Office of Community Medicine

The Office of Community Medicine provides professional leadership and support on issues related to community medicine, medicine, and public health by linking community medicine expertise with program and policy development in FNIHB; fostering an evidence-based, horizontally integrated, and systematic approach to community medicine/public health issues; recruiting, managing and retaining public health specialists; networking with First Nations and Inuit health authorities, provincial and territorial governments and other stakeholders; supporting a FNIHB Medical Officers Council of Public Health, and providing expert advice.

Office of Nursing Services

The Office of Nursing Services was established in 2001 to consolidate professional supports and leadership within Health Canada for nurses working in First Nations and Inuit communities. The mandate of the Office of Nursing Services is to provide professional strategic leadership for nurses employed in First Nations and Inuit communities and strategic policy advice to Senior Management from a nursing perspective. The Office of Nursing Services, in partnership with Regional Nursing Services, provides nursing leadership, support and consultation to nurses working in First Nations and Inuit Health communities. The Office of Nursing Services supports comprehensive nursing practice across the continuum of health care through the development of clinical standards, educational supports, and practice supports for nurses providing Community Health (Public Health and Home Health Care) and in some instances, Primary care.

Office of the Chief Dental Officer

The Office of the Chief Dental Officer (OCDO) was established in 2004 in recognition of the link between oral and general health and to improve Government's capacity to address oral health issues in the general Canadian population. The Office of the Chief Dental Officer provides evidence-based oral health perspectives on a wide range of health policy and program development issues and assists in gathering epidemiological information for program planning. The Office of the Chief Dental Officer is the point of contact/ liaison for professional associations, provinces, academic institutions and other non-government organizations on oral health issues.

Primary Health Care and Public Health Directorate

The Primary Health Care and Public Health Directorate is responsible for the delivery of primary health-care services, prevention and health promotion programs, in partnership with First Nations and Inuit health authorities. Activities support knowledge and capacity building among First Nations and Inuit. Key services delivered by the Primary Health Care and Public Health Directorate include home and community care, health info structure (such as telehealth services and electronic health records management),

health human resources (including bursary and scholarship programs), communicable disease control, environmental health programming, oral health programming, environmental contaminants research and expert advice on pharmacy issues.

Strategic Policy, Planning and Analysis Directorate

The Strategic Policy, Planning and Analysis Directorate has a central coordinating role in supporting senior management and regional offices of the First Nations and Inuit Health Branch in policy analysis and development to prepare the First Nations and Inuit health system to respond to medium-to long-term challenge. The directorate examines emerging issues, provides strategic advice, and houses a centre for health surveillance and information. Developing and maintaining relationships with national First Nations and Inuit organizations, with governments and other partners is a key focus of this directorate.

Health Policy Branch (HPB)

The HPB provides advice and support to the Minister, the departmental executive and to program branches in the areas of policy development, intergovernmental and international affairs, strategic planning and review, and the administration of the Canada Health Act.

Applied Research and Analysis Directorate (ARAD)

ARAD is responsible for four key functions within Health Canada. The first is to support policy decision making by developing and implementing a strategic policy research agenda for medium and long-term issues, helping co-ordinate Health Canada's internal and external policy research activities, and funding extramural research under the Health Policy Research Program. The second function is to support a performance-based and outcome-oriented culture by developing the tools and information base for better accountability and through program evaluation aimed at generating continuous improvement. Thirdly, ARAD plays a key role in knowledge management by managing a policy research dissemination program, including publication of the Health Policy Research Bulletin, and by making core data sets and the informatics tools available. ARAD also works with partners in the health system to facilitate the development, sharing, exchange and delivery of relevant data and knowledge. Fourthly, ARAD is responsible for providing strategic policy advice on eHealth services and the development of a pan-Canadian health infostructure. To this end, ARAD conducts research and analysis on priority issues, providing leadership and direction in developing practical and common solutions (policies, action plans, programs) among stakeholders which will contribute to a high quality, modernized public health care system for Canadians.

Assisted Human Reproduction Implementation Office

Since the 1993 Report of the Royal Commission on New Reproductive Technologies, there have been calls for Canada to establish a regulatory body to oversee the area of assisted human reproduction (AHR) and related research. It was envisioned that a regulatory body would protect and promote the health and safety of Canadians who are using AHR technologies.

In response to this need, the Assisted Human Reproduction Agency of Canada (AHRAC) will be established under the Assisted Human Reproduction Act that was enacted by Parliament and received Royal Assent on March 29, 2004. The Act powers include issuing, renewing, amending, suspending, or revoking licenses for assisted human reproduction procedures or research using in vitro embryos; inspect assisted human reproduction clinics and research laboratories to ensure health and safety; collect, manage and analyze health reporting information related to controlled activities; designate inspectors and analysts for the enforcement of this Act; monitor and evaluate national and international developments related to assisted human reproduction and other issues related to the Act; consult with persons and organizations within Canada and internationally; provide information to the public and to the professions respecting assisted human reproduction and other matters to which the Act applies and their regulation under the Act and respecting risk factors associated with infertility; do anything that is reasonably necessary or incidental to achieving the Agency's objectives; and provide advice to the Minister on assisted human reproduction and other matters to which the Act applies.

Bureau of Women's Health and Gender Analysis

The Bureau of Women's Health and Gender Analysis provides policy advice and leads strategic initiatives to advance women's health needs and

understanding of sex/gender health issues over the lifespan. It builds capacity and reports on the development of gender-sensitive legislation, policies and programs at Health Canada and within other jurisdictions, and serves as the focal point for women's health within the federal government. The bureau, through Centres of Excellence for Women's Health, Working Groups and the Canadian Women's Health Network, ensures policy relevant research and information dissemination. The bureau maintains ongoing relationships with provinces, major women's organizations, health researchers and organizations, and others to promote women's and men's active involvement in their own health and well-being.

The Bureau of Women's Health and Gender Analysis leads the following initiatives: Health Canada's Women's Health Strategy; Health Canada's Gender-based Analysis Policy; Women's Health Indicators Project; Women's Health Contribution Program.

Health Care Policy Directorate

The Health Care Policy Directorate plays a leadership role in health care for the purpose of improving access, quality and integration of health services to better meet the health needs of Canadians wherever they live or whatever their financial circumstances. The objective is pursued mindful of long term equity, sustainability and affordability considerations and in close collaboration with provinces and territories, health professionals, administrators, other key stakeholders and citizens.

Intergovernmental Affairs Directorate

The Intergovernmental Affairs Directorate is responsible for the administration of the Canada Health Act. It monitors provincial/territorial compliance with the criteria and conditions of the Act, informs the Minister of possible non-compliance and recommends appropriate action. The Directorate also provides policy advice concerning the Act, develops interpretations under it, provides an annual report to Parliament on the Act, and provides support to legal counsel in court cases in which the Act is involved.

The Directorate also provides strategic advice and coordination on the full range of federal/provincial/territorial issues in order to maintain effective relationships with provinces and territories while preserving the federal government interest in order to advance Health Canada's mandate. It supports the branches with respect to the federal/provincial/territorial aspects of their policies, programs and activities. The Directorate is also in charge of the organization of federal/provincial/territorial Deputy Ministers and Ministers meetings and it is the Department's focal point for issues related to the Social Union Framework Agreement.

International Affairs Directorate

The International Affairs Directorate initiates, coordinates and monitors departmental policies, strategies and activities in the international field. It provides advice on the department's strategic approach to international affairs, ensures the department's international activities are internally coherent and consistent with government-wide policies and recommends departmental representation at international meetings.

It also represents the department in international organizations, promotes the department's corporate interests abroad and ensures that Canadian health policy and priorities are reflected in the department's international activities. The directorate administers exchange agreements with other countries, manages the international components of the Tobacco and AIDS strategies, arranges visits for foreign delegates interested in health affairs, and responds to health-related information requests both from domestic and foreign clients.

Legislative Renewal

The Health Protection Legislative Renewal team is completing a comprehensive review of Health Canada's health protection legislation with a view to replacing outdated statutes with a new health protection legislative regime. The federal health protection statutes were developed decades ago in a piecemeal fashion. The objectives of the legislative review are to update, strengthen and modernize the existing health protection legislation and to provide policy direction in the area of health protection.

Office of Nursing Policy

Established in 1999, the Office of Nursing Policy contributes to health policy and program development across Health Canada by providing evidence-based nursing perspectives on a wide range of policy issues. Maintaining close links with stakeholders, the Office represents Health Canada throughout the nursing and health-care communities, nationally and internationally, and integrates their perspectives and priorities

when developing advice for the Minister and the Department.

The Office is committed to developing and implementing viable, innovative solutions to nursing workforce issues through strategies integrated with other governments and professions for the overall improvement of the health system. The priorities of the Office focus on enhancing: access to health care through workforce stability; quality of health care through workforce development and capacity building; and sustainability of health care through system transformation.

Official Language Community Development Bureau

The Official Language Community Development Bureau (OLCDB) coordinates for Health Canada the implementation of Section 41 of the Official Languages Act (Part VII), which aims to enhance the vitality of official language minority communities and to promote English and French in Canadian society.

The bureau delivers on its mandate by: promoting and developing partnerships with official language minority communities; providing advice and guidance to Health Canada branches and regional offices to assist them in the implementation of the Part VII of the Official Languages Act; coordinating the preparation of the annual Action Plan and Status Report concerning the implementation of Section 41of the Official Languages Act; leading and integrating the efforts of the coordinators responsible for the implementation of Part VII of the Official Languages Act across the Department; and managing the contribution program aimed at improving access to health services for official language minority communities, resulting from the federal Action Plan for Official Languages.

Policy, Planning and Priorities Directorate

The Policy, Planning and Priorities Directorate provides strategic policy and planning advice to the Minister and Senior Management. In the development and coordination of policy, the directorate is guided by government priorities, the horizontal nature of policy issues, and the ongoing need for policy cohesion. Key partnerships include the other branches of the Department, the central agencies, other federal departments, other levels of government, and also the non-governmental sector.

Health Products and Food Branch

The Health Products and Food Branch (HPFB) helps Canadians to maintain and improve their health by providing access to safe, high-quality food, human and veterinary drugs, medical devices and other health products. HPFB also gives Canadians access to a breadth of information related to health products and food to support informed decision-making for maintaining and improving their health.

As Canada's federal authority responsible for the regulation of health products and food, the HPFB mandate is to take an integrated approach to managing the health-related risks and benefits of health products and food by: Minimizing health risk factors to Canadians while maximizing the safety provided by the regulatory system for health products and food; and, Promoting conditions that enable Canadians to make healthy choices and providing information so that they can make informed decisions about their health.

The activities associated with this mandate include the assessment and monitoring of health products for safety, quality, efficacy and effectiveness. Products regulated by HPFB include pharmaceutical drugs, biological drugs (products derived from living sources), radiopharmaceuticals for human use, medical devices, natural health products and other therapeutic products available to Canadians. Similarly, HPFB is the federal health authority responsible for establishing policies, setting standards and providing advice and information on the safety and nutritional value of food. The Branch also has the responsibility of protecting human and animal health and the safety of Canada's food supply (as it relates to animal food products). Similarly, HPFB also serves to promote the health and well being of Canadians by developing nutrition policies and standards such as Canada's Food Guide to Healthy Eating and materials for consumers and educators on nutrition labelling and the Canadian Nutrient File.

Biologics and Genetic Therapies Directorate (BGTD)

The BGTD is the Canadian federal authority that regulates biological drugs (products derived from living sources) and radiopharmaceuticals for human use.

Prior to being issued a Notice of Compliance (NOC), a manufacturer must present substantive scientific evidence of a product's safety, efficacy and quality as required under the Food and

Drugs Act and Regulations. Some of the products regulated by BGTD include, blood and blood products, viral and bacterial vaccines, gene therapy products, tissues, organs and xenografts, which are manufactured in Canada or elsewhere. Among others, biologic products include blood and blood products, viral and bacterial vaccines, cells, tissues, transplantation products, hormones and allergenic products, radiopharmaceuticals (pharmaceutical or biological drugs that contain a radioactive entity) and therapeutic products produced through recombinant DNA technologies.

Biologics require different regulatory oversight than drugs made from chemicals. An important safeguard for Canadians is that we test batches (called "lots") of biologics, before they are "released" for sale in Canada. Tests are done in both pre- and post-market stages of the product life cycle. We also test products to ensure the consistency of manufacturing as part of the approval process for new products; and engage in collaborative studies with other national and international organisations to establish methodology and standards to support testing activities internationally.

Food Directorate

The Food Directorate is responsible for establishing policies, setting standards, and providing guidance and information on the safety and nutritional value of food. It also administers the provisions of the Food and Drugs Act that relate to public health, safety, and nutrition. The Canadian Food Inspection Agency (CFIA) provides all federal inspection services related to food safety, and enforces the food safety and nutritional quality standards established by Health Canada. HPFB is responsible for assessing the effectiveness of the CFIA's activities related to food safety.

With a network of modern laboratories across the country, the Food Directorate works in close cooperation with officials from other levels of government. Key activities include: conducting scientific research, as well as health risk and benefit assessments; developing policies, standards, and guidelines; evaluating submissions from the food industry; and providing information to support Canadians in their decisions about food and diet.

Inspectorate

The Inspectorate is responsible for ensuring that the health product industry is compliance with the requirements set in the Food and Drugs Act and its associated regulations, and for the enforcement of those regulatory requirements. Products covered include medical devices, disinfectants, medical gases, biologics such as vaccines, pharmaceuticals, radiopharmaceuticals, veterinary drugs, natural health and blood products. Food products and cosmetics, however, are not covered by the Inspectorate but by the Canadian Food Inspection Agency and by Health Canada's Healthy Environment and Consumer Safety (HECS) Branch, respectively.

The HPFB Inspectorate is responsible of compliance and enforcement activities for health products that fall under the purview of the Food and Drugs Act, with the exception of food and cosmetics. This is achieved by the monitoring of establishment licences, inspections, investigations and laboratory analyses. The inspectorate also conducts inspections of drug clinical trials to ensure compliance with Good Clinical Practices and of drug companies to determine whether the sites comply with Good Manufacturing Practices.

Marketed Health Products Directorate (MHPD)

The MHPD works to monitor the safety, efficacy and quality of health products after they have reached the marketplace. This post-market surveillance is essential to maintaining the balance between the health benefits and risks posed by all health products.

MHPD reviews health-product safety data, conducts risk assessments and evaluates therapeutic effectiveness of marketed health products. It also communicates, in partnership with stakeholders, product related risks and benefits to healthcare professionals and the public.

Natural Health Products Directorate (NHPD)

The NHPD is the regulator of natural health products in Canada. The mission of the NHPD is to ensure that all Canadians have ready access to natural health products that are safe, effective, and of high quality, while respecting freedom of choice and philosophical and cultural diversity.

The Natural Health Products Regulations came into effect on January 1, 2004. These Regulations set out requirements for the manufacture, packaging, labelling, storage, importation, distribution and sale of natural health products in Canada, as well as clinical trials involving human subjects. Persons wishing to market a natural

health product in Canada must provide the NHPD with scientific evidence of a product's safety, efficacy and quality as required by the Regulations.

Office of Consumer and Public Involvement (OCAPI)

The OCAPI works closely with all the directorates and groups within HPFB to ensure Canadians have access to the information they need, and to facilitate and support consultation with them.

HPFB seeks the views of Canadians to help set priorities, build policy, make regulatory decisions about health products, and create new programs. Public input is sought in various ways including discussion documents and on-line electronic workbooks, stakeholder consultations, and through expert advisory bodies and public forums. The Branch conducts more than 100 public involvement activities annually.

Office of Nutrition Policy and Promotion (ONPP)

The ONPP serves as a focal point and authoritative source for nutrition and healthy eating policy and promotion in Health Canada. ONPP supports the nutritional health and well-being of Canadians by collaboratively defining, promoting and implementing evidence-based nutrition policies.

Office of Regulatory and International Affairs (ORIA)

The ORIA improves the ability and capacity of the branch to develop consistent approaches to regulating risks, implementing regulatory policy and promoting HPFB's interests around the world. International involvement ensures our awareness of new research and information that may affect the health of Canadians.

Through ORIA, HPFB has also developed strategic partnerships with various groups both within Canada and abroad. These partnerships range from involvement in large, multilateral organizations such as the World Health Organization, to bilateral projects with individual governments and other agencies.

Therapeutic Products Directorate (TPD)

The TPD contributes to the health of Canadians and to the effectiveness of the health-care system by regulating pharmaceuticals and medical devices and by providing Canadians with access to information to make informed choices.

HPFB's Special Access Program (SAP) allows health-care professionals to gain limited access to pharmaceutical, biological and radiopharmaceutical products and medical devices that have not yet been approved for sale in Canada. Special access can be requested for emergency use or if conventional therapies have failed, are unavailable or are unsuitable to treat a patient. SAP can also respond to specific health crises, such as an outbreak of a communicable disease.

Veterinary Drugs Directorate (VDD)

The VDD is responsible for protecting human and animal health and the safety of Canada's food supply through the evaluation and monitoring of the safety, quality and effectiveness of veterinary drugs. The Directorate develops policies relating to the safety and prudent use of veterinary drugs, sets standards to ensure that residues of veterinary drugs in food derived from animals do not pose undue risk to human health and promotes the prudent use of veterinary drugs administered to food-producing and companion animals.

Healthy Environments and Consumer Safety Branch

The Healthy Environments and Consumer Safety Branch (HECSB) promotes healthy and safe living, working and recreational environments. It provides occupational health and safety services within the federal government and establishes public health policies and services to protect the health of the travelling public and dignitaries visiting Canada. It assesses and reduces health risks posed by environmental factors and it regulates the safety of industrial and consumer goods. The branch also regulates tobacco and controlled substances, coordinates Canada's Drug Strategy, promotes initiatives that reduce or prevent the harm associated with tobacco, alcohol and other substances, and provides expert advice and drug analysis services to law enforcement agencies across the country. Finally, it is responsible for coordinating and monitoring Health Canada's Sustainable Development Strategy.

Drug Strategy and Controlled Substances Program

The Drug Strategy and Controlled Substances Program regulates controlled substances and promotes initiatives that reduce or prevent the harm associated with these substances and alcohol. The Program also provides expert advice

and drug analysis services to law enforcement agencies across the country.

The Office of Demand Reduction provides national leadership and coordination on the development of Canada's Drug Strategy which focuses on strategies for prevention, treatment and harm reduction related to substance abuse. Activities in this area include: collaborating with other departments, governments and expert bodies by chairing federal/provincial/territorial committees, advisory committees and interdepartmental meetings; researching, analyzing and distributing leading-edge information about substance abuse including best practices for prevention, treatment and rehabilitation; working multilaterally with groups, such as the United Nations Drug Control Program, and other with countries to address the global drug problem; and, managing the Alcohol and Drug Treatment and Rehabilitation Program, a cost shared contribution program involving the provinces and territories.

The Office of Controlled Substances (OCS) works to ensure that drugs and controlled substances are not diverted for illegal use. This involves developing legislation, regulations, policies and programs to ensure that these drugs and substances are used only for legitimate medical and scientific purposes. Activities in this area include: licensing manufacturers and distributors of drugs and controlled substances and issuing import/export permits when necessary, to manage and track the movement of drugs and controlled substances across the Canadian border; authorizing the disposal of illegal drugs that have been discovered or seized; licensing individuals and companies to cultivate, process and sell industrial hemp products; managing an exemption process that allows individuals with legitimate scientific or medical reasons to possess a controlled substance; and working with other groups such as the law enforcement community to address compliance issues.

The Office of Cannabis Medical Access (OCMA) coordinates the development of and administers the new regulatory approach permitting individuals to access marihuana (cannabis) for medical purposes. Activities in this area include: developing a regulatory scheme for individuals wishing to use marijuana for medical reasons and administering the regulations including the provision of a clear decision-making framework whereby authorizations to possess and licenses to cultivate marihuana may be approved.

Research and Surveillance Program funds clinical research to generate sound information on the risks and benefits associated with the use of marihuana for medical purposes. Trends and patterns of illicit drug use in Canada are monitored as well as policies issues and emerging trends regarding drug abuse nationally and internationally. The Program maintains network with government and non-government stakeholders regarding data collection and information needs. The data and information gathered provide an evidence-based platform for the decision and policy making processes and also serve to meet the Program's international reporting obligations.

Drug Analysis Services provides drug analysis services including expert advice and analytical support to law enforcement agencies in their drug enforcement responsibilities. Activities in this area include: analyzing the content and determining the quantity of illicit drugs seized by law enforcement agencies across the country – roughly 80,000 drug samples per year – and documenting the information for use as evidence in criminal prosecutions; and assisting in the investigation and dismantling of clandestine laboratories, by gathering evidence to determine the type and quantity of drugs produced, as well as advising on any health and safety issues related to shutting down these laboratories.

Product Safety Program

The Product Safety Program has the legislative mandate to identify, assess, and manage the health and safety hazards and health risks to Canadians associated with: new chemical substances; products of biotechnology; radiation produced by radiation emitting devices; environmental noise; solar UV radiation; consumer products (incl. cosmetics); workplace chemicals.

Safe Environments Program

The Safe Environments Program promotes healthy and safe living, working and recreational environments through the identification and assessment of health risks posed by environmental factors. In addition to the activities carried out under its legislative mandate, the Program develops national risk management strategies supported by scientific research to promote healthy environments and reduce the risks to human health from the environment. The Program's main areas of responsibility include risk management initiatives associated with atmospheric factors, indoor environments and airborne contaminants;

water quality, including the evaluation of water treatment processes and devices and the development of national standards in collaboration with the provinces and territories. The Program is responsible for the implementation of the Federal Nuclear Emergency Plan and the National Dosimetry Service and Registry and for assessing and informing Canadians about the risks of radiation. The Program conducts the environmental assessment of departmental projects and focuses on increasing knowledge of health impacts of pollutants and climate change, ecosystems and health and children's environmental health. Safe Environments Program staffs are located in the national capital region and in regional offices across Canada.

Tobacco Control Program

The goal of the Tobacco Control Program is to reduce death and disease due to tobacco use. The Office of Regulations and Compliance administers the Tobacco Act, which regulates the manufacture, sale, labelling and promotion of tobacco products, in order to protect Canadians, especially young people, from the health consequences of tobacco addiction. The Office of Prevention, Cessation and Education works with partners to reduce tobacco-related illness and death through prevention, protection and cessation activities and provides access to information on issues related to tobacco use and second-hand smoke. It also fosters support for tobacco control measures and contributes to an infrastructure of coordinated planning, best practices and capacity building. The Office of Policy and Planning develops the policies, strategies and frameworks that are needed to reduce tobacco use in Canada, and also promotes international cooperation for tobacco control. The Office of Research, Evaluation and Surveillance monitors and analyzes knowledge, attitudes and behaviour with respect to smoking; monitors and analyzes tobacco sales, industry practices and consumption; and works to expand knowledge of the health effects of tobacco use. The Office of Mass Media develops mail, radio, newspaper, magazine and television advertising, as well as web site information. It also develops and provides promotional materials such as information kits, posters, media kits and fact sheets to health professionals, opinion leaders, decision makers, and individual Canadians.

Workplace Health and Public Safety Program (WHPSP)

WHPSP is responsible for helping Canadian private and public sector employers maintain and improve the health of their workers by providing leadership and policy development in the areas that affect workplace health. A major component of WHPSP's portfolio is the Public Service Health Program. WHPSP is the principal occupational health and safety advisor to the Treasury Board Secretariat. The program also provides public health services including food, water and sanitation inspections on common carriers, and develops health contingency plans for Internationally Protected Persons on official visit or attending international summits hosted by the Prime Minister in Canada.

Office of the Chief Scientist

The Office of the Chief Scientist (OCS) was created in April 2001 with the goal of ensuring that Health Canada is equipped with the people, the tools and the means to ensure that scientific excellence drives the department's mandate to improve the health of Canadians.

The OCS champions scientific excellence and innovation within and outside Health Canada. This includes work performed by departmental scientists, funded through Health Canada, or conducted in conjunction with external partners.

The OCS houses the secretariats the support the work of two of Health Canada's key external advisory boards: the Science Advisory Board (SAB) and the Research Ethics Board (REB). The SAB provides independent strategic advice and recommendations to the Minister of Health on Health Canada priorities, on the future direction of Health Canada's scientific programs, on emerging health science issues and trends, and on scientific partnerships and linkages. The REB helps ensure that scientific research carried out or funded by Health Canada meets the highest ethical standards, and that the greatest protection is provided to participants who serve as research subjects.

Pest Management Regulatory Agency

The Pest Management Regulatory Agency's (PMRA) primary objective is to prevent unacceptable risks to people and the environment from the use of pest control products. Consistent with this primary objective, Health Canada's Pest Management Regulatory Agency: supports

sustainable development designed to enable the needs of the present to be met without compromising the ability of future generations to meet their own needs; seeks to minimize health and environmental risks posed by pest control products and encourage the development and implementation of innovative, sustainable pest management strategies by facilitating access to pest control products that pose lower risks and by other appropriate measures; encourages public awareness in relation to pest control products by informing the public, facilitating public access to relevant information and public participation in the decision-making process and ensures that only those pest control products that are determined to be of acceptable value are approved for use in Canada.

Their objectives are achieved through four key activities: reviews applications for the registration of pest control products; conducts science-based health, environmental and value (including efficacy) assessments of each pesticide before deciding if it should be approved for use in Canada; develops and implements policies and guidelines related to pest management; promotes sustainable pest management; seeks efficiencies in the processing of registration applications through such means as international harmonization and electronic submission and review of pesticide registration data; enforces compliance with the Pest Control Products Act; disseminates information on pest management issues to the public and registered products re-evaluation to ensure that registered products meet current standards.

Public Affairs, Consultation and Regions Branch

The Public Affairs, Consultation and Regions Branch (PACRB) encompasses the Marketing and Consultation Directorate, Strategic Communications Directorate, Internal and External Ombudsman Services, the Centre for Workplace Ethics, the Northern Secretariat and seven Regions. With this structure, Health Canada integrates national and regional perspectives into all of its policies and strategies, communications and consultation functions. The Branch plays a key role in delivering Health Canada's commitment to transparency. Through PACR, Health Canada will continue to improve communications and the flow of information to and from stakeholders, clients, partners, media and the Canadian public.

Strategic Communications Directorate

The Strategic Communications Directorate is the departmental focal point for strategic advice, planning and implementation of communications. The Directorate is highly engaged in proactive and reactive issues management and support to the Minister, the Deputy Minister, the Associate Deputy Minister and to Program Branches. As well, it plays a critical role in the development of communications partnerships with provincial and territorial governments, non-governmental organizations, the private sector, and other federal departments in the United States and abroad.

The Strategic Communications Directorate is comprised of two divisions: Public Affairs Division and Strategic Issues Division.

The Public Affairs Division (PAD) includes media relations, ministerial services, crisis and emergency communications, risk communications, and other special projects. Activities of this unit include: being the first point of contact for the Media; providing media coaching to spokespeople; maintaining the Spokespersons' Policy; conducting crisis and emergency communications; conducting risk communications (developing a departmental Framework, process and Handbook on Strategic Risk Communications); coordinating Ministers' speeches and messages; and planning media events. This division is also involved in a number of corporate initiatives, including the planning, coordination, design and distribution of It's Your Health, a publication focused on a variety of health and science topics of interest to health care professionals and Canadians.

The Strategic Issues Division is comprised of Communication Executives and their communications teams who are assigned to serve a specific Branch or area in Health Canada, and are co-located with the Assistant Deputy Ministers (ADM's) of those Branches or areas. These teams provide ADM's and their senior management teams with strategic communications advice and guidance related to national files; are a focal point for communications planning and implementation at the Branch level; and provide horizontal, integrated and coordinated communication for the Branches.

The Strategic Issues Division is also responsible for: coordinating with the central agencies such as the Privy Council Office and the Treasury Board Secretariat; providing communications issues management; coordinating communications presentations to cabinet committees;

leading horizontal corporate issues such as "Communicating Science"; and managing corporate internal communications, including the on-line staff magazine "Intracom".

Marketing and Consultation Directorate

The Marketing and Consultation Directorate is the departmental focal point for strategic advice, planning and implementation of social marketing, public opinion research and evaluation, and the policy lead for corporate consultation. The Directorate is comprised of 3 divisions: Marketing and Corporate Communications Division, Public Opinion Research and Evaluation Division, and the Corporate Consultation Secretariat.

The Marketing and Corporate Communications Division is composed of two units: The Social Marketing Unit: develops social marketing campaigns, in collaboration with Departmental issue experts to help change attitudes and behaviours to raise awareness and increase knowledge of specific health issues and motivate Canadians to adopt healthier behaviours; develops strategic alliances to help bolster social marketing campaigns; and manages all Health Canada advertising.

The Corporate Communications Unit provides expert guidance, project management and creative services to help Departmental clients achieve their communications goals through the web, graphic design and publication management, audio-visual, exhibits, warehousing and distribution. Corporate Communications is also responsible for the public enquiries, 1 866 toll free line, facilitates the publishing of the Health Canada Web site and manages Health Canada 's Intranet.

The Public Opinion Research and Evaluation Division (POR ED) is the central authority for public opinion research within Health Canada. POR is a key tool that Health Canada uses to understand the needs and expectations of citizens. It ensures our programs, policies and services are tailored to the needs of Canadians. The PORE Division provides advice on methodology, design, and analysis, and ensures the Department meets its accountability on the value and quality of the research it undertakes. The division also produces and disseminates regular research products, including a quarterly report and in-depth analysis of recent research. The evaluation unit within the division ensures that our communications activities are effectively evaluated, and implements the performance measurement framework for communications.

The Corporate Consultation Secretariat (CCS) is Health Canada's corporate policy lead for public involvement activities throughout the department. Health Canada recognizes the importance of meaningful public involvement in health policy development and service delivery. Consultations are one way in which the Government seeks input and feedback from Canadians on a variety of issues. CCS provides strategic advice to Health Canada staff on public involvement; networks and coordinates public involvement activities in the department; and offers workshops and training for staff; and, is responsible for overseeing the Treasury Board policy on posting consultations on the departmental and Government of Canada sites.

Office of the External Ombudsman

The External Ombudsman service has recently been established to receive and address issues or complains from the public concerning the regulatory processes related to the Food and Drugs Act, in a manner that will render fair, equitable and consistent regulatory decisions. Initially, the External Ombudsman is accountable for developing and implementing policies, approaches, processes and initiatives to provide neutral, independent oversight and dispute resolution mechanisms.

Internal Ombudsman, Informal Conflict Management and Ethics Services

The Internal Ombudsman service provides a confidential, neutral and informal resource to facilitate the resolution of work-related concerns, including conflicts. The goal of the Centre for Workplace Ethics is to foster an ethically sound and vibrant culture that best embodies Health Canada and the Public Service values and ethics. The Centre offers workshops, tools and case studies, customized activities, interactive presentations, research results, etc.

Northern Secretariat

The Northern Secretariat is responsible for all Health Canada activities in Yukon, Nunavut and the Northwest Territories. This ensures that Health Canada's activities and interests in the Territories are managed and represented in an integrated manner.

Regions (British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, Quebec & Atlantic)

Reporting to the Assistant Deputy Minister, PACR, Regional Directors General are Health Canada's senior representatives in the regions. They deliver Health Canada programs and implement Health Canada policies. They play an important role in building relations with partners, stakeholders and Canadians, and cultivate horizontal relationships with other federal departments. Through this engagement process the Regional Directors General are able to provide a regional perspective in the development of policies and programs that impact the health of Canadians.

Close to 40% of Health Canada's employees work in the Regions. The Regional workforce consists of dedicated and highly-trained professionals including laboratory scientists, health products inspectors, community health nurses in First Nations communities, occupational health nurses, product safety inspectors, tobacco enforcement officers, environmental health officers, administrators, program consultants and support staff.

Information Holdings

Program Records

Audit and Accountability Bureau

Description: Information on the operations of the Health Canada internal audit unit, special investigations (8-42), Auditor General audits, internal disclosure (7-1), values and ethics (13-10; 23-10; 24-10 and 26-10), and departmental ombudsman service. Records include audit reports on Health Canada activities, systems and functions. Records on special investigation reports related to suspected fraud, malfeasance or other suspected inappropriate activities, gathered during the conduct of such special investigations. Records related to the departmental dialogues on values and ethics. Records related to disclosures under the policy on the Internal Disclosure of Information regarding Wrongdoing in the Workplace.
Topics: Audit policy, audit plans, audit programs and methodologies, audit findings, audit reports, Departmental Audit and Evaluation Committee; special investigation reports; values and ethics strategy, departmental core values, and values and ethics workshop and training material; internal disclosure policy, internal disclosures and related informal resolutions; and statistical information related to the volume and nature of consultations with the Health Canada Ombudsman Service.
Program Record Number: HCan HF2

Chief Financial Officer Branch

Evaluation Reports

Description: Information on the performance of Health Canada's policies, programs, initiatives and functions.
Topics: Completed reports on evaluations of selected departmental policies and programs.
Format: Paper and computer files.
Program Record Number: HCan HF5-21

Corporate Services Branch

Departmental Library Services

Description: Library holdings in the Jeanne Mance Building.
Topics: Full range of non-scientific health topics.
Program Record Number: HCan OF8

Office of Health and Information Highway

Description: Information (i.e. reports, manuals, program documentation, dockets, etc.) pertaining to the renewal and restructuring of the Canadian health system through the application of information and communications technologies.
Topics: Canadian Health infostructure, Canada Health Infoway Corporation, Ehealth, Canadian Health Network, Canada Health Infostructure Partnerships Program, Health Infostructure Support Program, Privacy and the protection of personal health information, Health information for the public, Telehealth, Electronic Health Records, Health Surveillance, First Nations Health Information Systems, Advisory Council on Health Infostructure, Advisory Committee on Health Infostructure.
Program Record Number: HCan OF8

First Nations and Inuit Health Branch

Community Health Programs

Description: Information on operations of health programs and services provided to or arranged for First Nations, Inuit and northern residents.
Topics: The Community Health Programs includes the following initiatives: Canadian Prenatal Nutrition, Aboriginal Head Start, Fetal Alcohol syndrome/Effects, early childhood development, Brighter Futures, Building health communities, Substance Abuse, Solvent Abuse, Tobacco Control, Mental Health Support, Suicide

Prevention, Crisis Management Support, Aboriginal Diabetes, Injury prevention, community nutrition, Innu Healing Strategy.
Program Record Number: HCan OF5

Governance and Infrastructure Support to First Nations and Inuit Health System
Description: Support FN and Inuit in implementing the Inherent Right Policy, improving capacity to generate and access health information and knowledge and increasing First Nations and Inuit control over health programs and services.
Topics: Health Planning and strengthening management capacity, capacity building to manage and deliver health programs and services, integration and coordination of health services between FPT, Aboriginal Health Transition Fund, stewardship and health research, knowledge and information management.
Program Record Number: HCan 202

Non-Insured Health Benefits Program
Description: Non-Insured Health Benefits Program (NIHB) provides, to registered Indians and recognized Inuit peoples, a range of medically necessary goods and services, which supplement benefits provided through other private or provincial/territorial programs.
Topics: Pharmacy, dental care, vision care, medical supplies and medical equipment, short term mental health services, and transportation to access medical services.
Program Record Number: HCan OF4

Primary Health Care and Public Health Programs
Description: The Primary Health Care and Public Health Directorate (PHCPH) of the First Nations and Inuit Health Branch (FNIHB) are responsible for primary health care delivery in partnership with First Nations and Inuit health authorities.
Topics: Hospital services, Nursing Services, Health Human Resources, Home and Community Care, Oral Disease, Community Medicine, Environmental Health and Research Program, Health Infostructure.
Program Record Number: HCan 201

Health Policy Branch

Canada Health Act and Health Insurance
Description: Information on the Canada Health Act, including Annual Report to Parliament; provincial/territorial compliance with the CHA; deductions to federal (CHT) transfer payments; CHA interpretations; and aspects of the Canadian health-care insurance system.
Topics: Accessibility; portability; universality; comprehensiveness; public administration; extra-billing; user charges; reciprocal billing; additional benefits programs; and, extended health-care services
Program Record Number: HCan OF1-19

Federal-Provincial-Territorial Liaison
Description: Information on the Department's interaction with other levels of government and other departments.
Topics: Federal / Provincial / Territorial conferences of Health Ministers, Federal / Provincial / Territorial Conferences of Deputy Ministers of Health, intergovernmental advisory committees on health and co-operation and liaison with federal and provincial Health Departments / Ministries of Health.
Program Record Number: HCan OF1

Gender
Description: Information on gender and health issues.
Topics: Gender equality; gender impact on health; gender sensitive health indicators; gender and diversity; gender-based analysis resource tools; governmental gender-based analysis policies; cardiovascular health and gender; HIV/AIDS and gender; gender and genomics; gender and care giving.
Program Record Number: HCan OF1

Health Human Resources
Description: Information on strategies for recruitment, retention and training of physicians, nurses, and allied health professionals in Canada, criteria for accessing postgraduate medical training programs in the United States, and general planning and modelling activities related to health human resources.
Topics: New Health policies and practices; Canada's best policies and practices with other countries; health professional and administrators
Program Record Number: HCan 0F1-30

Health Policy, Planning and Priorities
Description: Information on research undertaken on health issues and on analyses of proposed initiatives in the health field.
Topics: health protection legislation renewal; smart regulations; health policy research; assisted human reproductive technologies; genetic technologies; research involving humans; report on plans and priorities; strategic planning; horizontal activities.
Program Record Number: HCan OF1-23

Health Policy Research Program
Description: Information (i.e. final reports, statistics, manuals, applications for funding, review process) on contributions in support of health policy research activities.
Topics: Population health; Health Canada policy issues; integration of health systems; health risks.
Program Record Number: HCan HF5-26

Health Transition Fund
Description: Funding for pilot and evaluation projects to provide evidence on how our health systems can be improved.
Topics: Conferences on pharmacare, health information and home care; proceedings; FPT Working Group meetings; committee meetings; evidence for continued reform; outcomes of national pilot and evaluation projects; health inequities; home care and community based services; rural telehealth; Aboriginal issues; integration of services; design of a pharmacare program; evaluation; dissemination.
Program Record Number: HCan OF1-5

Home Care
Description: Collecting information on home and community care.
Topics: Policies, reports, committees, meetings, conferences, workshops, consultation, communication, research, studies, surveys.
Program Record Number: HCan OF1

International Health
Description: Information on international health by country and by organization.
Topics: World Health Organization (WHO) and WHO fellowships; Pan-American Health Organization (PAHO); the Commonwealth; bilateral and tripartite agreements; Coordinating Committee on International Health; interdepartmental relations in the international health field; miscellaneous committees, conferences and meetings.
Access: By country and by organization.
Program Record Number: HCan OF1

International Information
Description: Documentation on other countries and organizations in the fields of health; exchange of information between Canada and international organizations; Memoranda of Understanding with key countries; personnel exchanges and visits between Canada and other countries.
Topics: Negotiation and maintenance of bilateral and multilateral agreements; corporate functional guidance across Health Canada for international health policy and programs issues; lead role in crosscutting files such as trade and health, and human rights and health at the international level.
Access: by country and by organization.
Program Record Number: HCan OF1

National Health Research and Development Program
Description: Information (i.e. final reports, statistics and manuals) on contributions in support of health research activities.
Topics: Population health; health impact of public policies; renewal and restructuring of the health system; research on new methodologies and research on transfer and uptake of knowledge.
Program Record Number: HCan HF5

Quality Care Group
Description: Information on health system indicators and strategies for system renewal.
Topics: Background papers, reports, policies, FPT activities; departmental committee meetings.
Program Record Number: HCan OF1

Palliative and End-of-Life Care
Description: Collecting information on palliative and end-of-life care, and supporting initiatives undertaken by five stakeholder working groups.
Topics: Policies, reports, committees, meetings, conferences, workshops, consultation, communication, research, studies, surveys, information on initiatives, and FPT and stakeholder meetings.
Program Record Number: HCan OF1

Primary Health Care
Description: Collecting information on primary health care, and funding primary health- care renewal initiatives under the Primary Health Care Transition Fund.
Topics: Policies, reports, committees, meetings, conferences, workshops, consultation, communication, research, studies, surveys, information on PHCTF initiatives, and FPT and stakeholder meetings.
Program Record Number: HCan OF1

Women's Health Bureau
Description: Information on health issues of concern to women.
Topics: Women and Clinical Trials Policy; medical devices; genomics; natural health products; surveillance and policy evidence; mental health; women and addictions; medical services for women; international women's health and development issues; women's health indicators; workplace health; family health; violence; reproductive health; adolescent health; diverse women B visible minority women, rural women, gay, lesbian, bisexual and transgender, women

with disabilities, Aboriginal women, immigrant women; HIV/AIDS; aging; health-care renewal; social inclusion; care giving; women and poverty; midwifery; biotechnology.
Program Record Number: HCan OF1

Health Products and Food Branch

Adverse Reactions to Health Products
Description: Information volunteered in confidence by health professionals and consumers either directly to Health Canada or through manufacturers on suspected adverse reactions. Manufacturers are mandated to report adverse reactions to Health Canada as outlined in the Food and Drug Regulations.
Topics: Suspected adverse drug reactions.
Program Record Number: HCan OF2

Biological Drugs
Description: Information on the licensing of biological drugs.
Topics: Licensing; testing; plant inspections; submissions; plant master files.
Program Record Number: HCan OF2

Chemical Safety
Description: Information on the development of legal standards for chemicals in food to ensure food safety. This involves research and evaluation activities on chemicals (those deliberately added, those naturally occurring, and those inadvertently present) in foods.
Topics: Food additives; chemical contaminants; packaging materials; incidental additives; allergens; natural food components.
Program Record Number: HCan OF2

Food Policy Integration
Description: Information on policy analysis, research and development of strategies and options to address nutrition and food safety challenges in Canada.
Topics: Policy development; food policy.
Program Record Number: HCan OF2

Food Regulatory, International and Inter-Agency Affairs
Description: Information on the development of regulatory policy; collaboration with other federal, provincial and territorial governments; international and domestic food standards; and processing of regulatory amendments.
Topics: Codex Alimentarius; food standards; food ingredients.
Program Record Number: HCan OF2

Food Safety Assessment
Description: Information on the effectiveness of the Canadian Food Inspection Agency's programs and activities aimed at contributing to the safety and nutritional quality of the food supply. Activities are based on Health Canada's Policy for the Food Safety Assessment Program.
Program Record Number: HCan OF2

Health Products and Food Litigation
Description: Information on the operations of the Health Products and Food Litigation Secretariat which supports Health Canada and Department of Justice in managing an effective response to current litigation and legal risks.
Topics: Establishment of the Litigation Secretariat; document collection and production; individual litigation case files by issue; analysis of acts, regulations, and legislation pertaining to litigation issues; management of legal risk.
Program Record Number: HCan OF6

Human Non-prescription Drugs
Description: Information on the review of the safety, efficacy and quality of other over-the-counter drugs and their availability.
Topics: Disinfectants; vitamins; minerals; advertising; labelling; drug identification numbers.
Program Record Number: HCan OF2

Human Prescription Drugs
Description: Information on the safety, efficacy and quality and control of prescription drugs and their availability.
Topics: Submissions and evaluations on new drugs, investigational new drugs, emergency drugs, and drug identification number submissions, and health hazard evaluations.
Program Record Number: HCan OF2

Medical Devices
Description: Inventory of medical devices in the Canadian marketplace; information on the safety and effectiveness of new devices; the development of essential performance and safety standards; labelling; and correction or regulatory action in response to evidence of device failures.
Topics: Device recalls and problems, performance and test data; class studies; standards; notification; media broadcast scripts; interactions with provincial departments and associations; advisory committees; coroners' inquests; regulations; international transactions; pre-market review and clinical studies.
Program Record Number: HCan OF2

Microbial Hazards
Description: Information on microbial hazards in the food supply, including: developing methods to determine the type and extent of micro organisms in foods; evaluating the significance of contamination; setting standards for microbial quality of foods; promoting voluntary compliance by manufacturers; and the Compendium of Analytical Methods, a reference of methods used by the Health Products and Food Branch (HPFB) of Health Canada for the microbiological safety and general cleanliness of foods.
Topics: Micro organisms; microbial toxins; contaminated foods; food poisoning; extraneous matter; potentially hazardous foods.
Program Record Number: HCan OF2

National Surveillance Transition
Description: In light of emerging challenges to public health, and the pressures of increasing globalization, some of HPFB's regulatory and organizational structures must change. It will do this by employing leading edge science and expertise, new technologies for information management and surveillance, and by creating a contemporary and streamlined legislative foundation. The transition team will help to strengthen Health Canada and its partners to better manage risks to the health of Canadians into the next century. The team also provides support to the Science Advisory Board.
Topics: Information management, legislative renewal, program delivery models, risk management, the Science Advisory Board, science core, and surveillance.
Program Record Number: HCan OF1

Nutritional Sciences
Description: Information on the regulations respecting the nutritional qualities of foods, including research and evaluation; the voluntary compliance by manufacturers with standards; and the promotion of consumer selection and use of food that takes account of all nutritional considerations.
Topics: Nutrients; nutritional quality of food; nutritional surveillance.
Program Record Number: HCan OF2

Nutrition for Health
Description: Information for the public and health professionals to increase awareness and adoption of healthy eating practices.
Topics: Canada's Food Guide to Healthy Eating; Focus on Preschoolers; the Vitality initiative, nutrition labelling, preconception and prenatal nutrition guidelines.
Program Record Number: HCan OF7

Veterinary Drugs
Description: Information on the safety and effectiveness of veterinary drugs available in Canada; the cause and treatment of animal diseases; adverse reactions; drug residues in food derived from livestock; medicated feeds requests; and authorization for research, testing and treatment.
Topics: Veterinary medicines; chemotherapy of animal disease; medication of livestock feeds; advertising; labelling.
Program Record Number: HCan OF2

Healthy Environments and Consumer Safety Branch

Alcohol, Drugs, and Dependency Issues
Description: Information on substance abuse, prevention, treatment and rehabilitation, research, policies, patterns, trends, risk factors, consequences, best practices, national coordination, and international collaboration.
Topics: Canada's Drug Strategy; Canada's Alcohol and Other Drugs Survey; Harm Reduction; Alcohol and Other Drugs Issues.
Program Record Number: HCan OF3

Consumer and Clinical Radiation Hazards
Description: Files on the testing and evaluation of X-ray and non-ionizing radiation emitting devices; consumer products that emit radiation; occupational exposure and surveys.
Topics: X-rays; non-ionizing radiation (including ultrasound, VDTs, electromagnetic fields, lasers, ultraviolet); radiobiology.
Program Record Number: HCan OF6

Consumer Product Safety
Description: Information on compliance, enforcement and testing, statistical data and programs within product safety.
Topics: Standardization control; correspondence; liaison with associations; societies; institutions; boards; councils; commissions; committees; Hazardous Products Act; injury data and statistics; labelling; publicity projects; regulations; reports; Hazardous Products Program Review.
Program Record Number: HCan OF2-6

Controlled Substances
Description: Information on the development of control policies regarding the social use of psychoactive drugs (cannabis), by working with other federal and provincial departments to develop legislation to minimize illegal use of psychotropic drugs.
Topics: Cannabis, psychoactive drugs - legislation to minimize illegal use of psychotropic drugs.
Program Record Number: HCan OF3

Cosmetics
Description: Information on cosmetic product ingredients, labelling claims, regulations and rulings, as well as files on adverse reactions, complaints, compliance and enforcement, export certificates, and enquiries from the public and from industry.
Topics: Cosmetics; substances; products; preservatives; microbial (bacterial) and chemical contamination; cosmetic notification; hazard information and risk assessments for cosmetic ingredients and personal care products for non-corrective contact lenses and Transmissible Spongiform Encephalopathies (TSEs).
Program Record Number: HCan OF2

Environmental Assessment Public Registry
Description: Information on projects carried out by Health Canada and which have undergone an environmental assessment consistent with the requirements of the Canadian Environmental Assessment Act.
Topics: Nursing Stations, Facility Transfers.
Program Record Number: HCan OF6

Environmental Radioactivity Hazards
Description: Information on levels of man-made and natural radioactivity in the environment, on resulting human exposures, on measurement of internal exposures to workers and segments of the general population, and on preparedness to respond to major nuclear accidents.
Topics: Environmental radioactivity, Federal Nuclear Emergency Response Plan, National Calibration Reference Centers for Bioassay and In-Vivo Monitoring, National Radioactivity Monitoring Network, radon, uranium, Chernobyl (effects on Canada), Great Lakes, Arctic, guidelines, drinking water, waste management, environmental impact assessment; occupational radiation monitoring, National Dosimetry Services, National Dose Registry.
Program Record Number: HCan OF6

Human Prescription Drugs
Description: Information on the safety, efficacy, quality and control of prescription drugs and their availability.
Topics: Submissions and evaluations on new drugs, investigational new drugs, emergency drugs, and drug identification number submissions, and health hazard evaluations.
Program Record Number: HCan OF3

Narcotics, Controlled and Restricted Drugs and Targeted Substances
Description: Information on the medical and scientific use of these drugs; misuse and abuse; monitoring of distribution; diversion of legal drugs.
Topics: Co-operation and liaison with provincial licensing bodies and professional associations; purchase records of hospitals, licensed pharmaceutical companies, provincially registered practitioners, pharmacists; analysts and researchers, transportation and shipment; illicit use and trafficking; hospitals and penitentiaries; military medical establishments; enforcement investigating and prosecution; United Nations Narcotic Commission; legal agents; liaison with other federal and provincial departments, foreign countries, educational institutions; prescribing of narcotics and controlled drugs by foreign-registered health professionals in Canada, nurse practitioners, podiatrists and others.
Program Record Number: HCan OF3

New Substances Assessment and Control
Description: Information on hazards and risks associated with new chemicals, biotechnology products and products subject to the Food and Drugs Act, in the environment, that have been notified to the government under the New Substances Notification Regulations.
Topics: Information on notification and testing of new chemicals, biotechnology products and products subject to the Food and Drugs Act, which include pharmaceuticals, biologics, veterinary drugs, cosmetics, novel foods, food additives, natural health products and medical devices; the New Substances Notification Regulations; liaison with Environment Canada, Office of Regulatory and International Affairs, Health Products and Food Branch, OECD, NICNAS Australia, US EPA New Chemicals, notifiers of new substances, developers of predictive models; researchers associated with the identification of micro-organisms; identification and strain history of the organism; documented involvement of the organism in adverse human health effects; relationship to known pathogens; tests for antibiotic susceptibility; tests for pathogen

city; potential to elicit adverse immunological reactions.
Program Record Number: HCan OF6

Occupational Radiation Hazards
Description: Information on the measurement of occupational exposure of workers to ionizing radiation and studies involving all types of ionizing and non-ionizing radiation which affect the health of the population of Canada.
Topics: National Dose Registry.
Program Record Number: HCan OF6

Product Safety Laboratory
Description: Information and files on laboratory testing and evaluation of consumer products.
Topics: Analytical chemistry, mechanical engineering testing, flammability testing, complaint investigations, textiles, toys, children's products, consumer chemicals and ignition sources such as lighters, standard test methods, societies, standard writing committees, laboratory quality system.
Program Record Number: HCan OF2

Psychoactive Drugs
Description: Information on the development of control policies regarding the social use of psychoactive drugs (cannabis), by working with other federal and provincial departments to develop legislation to minimize illegal use of psychotropic drugs.
Topics: Cannabis, psychoactive drugs - monitoring of use and attitudes, health effects, and legislation.
Program Record Number: HCan OF3

Safe Environments
Description: Information on hazards associated with chemicals and microbiological agents in the environment as well as the quality of the indoor and ambient environment.
Topics: Air; drinking and recreational water; Great Lakes - Arctic; industrial chemicals (PCBs, waste sites, dioxins); pest control products; environmental pollutants; acid rain; ozone levels; climate change.
Program Record Number: HCan OF6

Tobacco
Description: Files on the development of control policies regarding tobacco products, their use, and health effects, by working co-operatively with other federal departments, provincial departments and interested parties on the development of legislation (including enforcement) practices. Information on tobacco control issues including research, and programming for smoking prevention, cessation and protection funded by Health Canada and in collaboration with provinces and voluntary health agencies.
Topics: Smoking in the workplace, environmental tobacco smoke, smoking behaviour of Canadian adolescents and adults. Tobacco - monitoring of use and attitudes, health effects, chemical properties, economics, sale, and legislation.
Program Record Number: HCan OF3

Workplaces
Description: Resource Information and research findings documented in best practice guides on comprehensive Workplace Health.
Topics: Business case for workplace health; workplace stress management; fairness and capacity in workplaces; comprehensive workplace health: physical environment, and psychosocial environment issues; system framework and workplace health models adapted for corporations, small business, farms and agricultural enterprise; needs assessment instruments; program evaluation.
Program Record Number: HCan HF14

Workplace Hazardous Materials Information System (WHMIS)
Description: Pursuant to a formal agreement with the government of each province and territory and with the Minister responsible for the Labour Program at Human Resources Development Canada, Health Canada's WHMIS Division serves as the national coordinator for the governance and administration of WHMIS in Canada. Also, the division is the national secretariat for this federal, provincial and territorial (F/P/T) government partnership program.
Topics: national standard for the classification of hazardous workplace materials; regulatory criteria for biohazards, chemical and acute hazards, as well as criteria for chronic health hazards including mutagenicity, carcinogenicity, embryo and reproductive toxicity, respiratory tract and skin sensitization; national regulatory and compliance policies and guidelines for classification, labelling and material safety data sheet ("MSDS") requirements; liaison with the 13 F/P/T government bodies responsible for occupational health and safety in Canada.
Program Record Number: Hcan HF14

Workplace Health and Public Safety Services
Description: Information on occupational health programs in the public service, including workplace investigations, medical examinations of public servants and family members where there is an overseas posting, advisory services, counselling services through the Employee Assistance Program, public health inspection services.

Topics: Workplace investigations: methods, requirements, reports of inspections carried out; policy and procedures manuals for public health programs on common carriers; occupational health assessments: protocols, techniques, requirements, counselling and advisory services – Employee Assistance Program: policies, training, techniques, and conferences.
Program Record Number: HCan HF14

Pest Management Regulatory Agency

Inspection and Compliance
Description: Information on the development, implementation and monitoring of a national field compliance program for registered pesticides.
Topics: Monitoring; Investigating; enforcement; verifications; sampling.
Program Record Number: HCan OF2

Pest Control
Description: Relates to pest control programs, diseases and external parasites of plants and animals, control methods for specific pests.
Topics: General information on pest control; adjuvant; industrial slime; invertebrate and vertebrate pests; materials preservation; plant diseases; water bodies; weed and plant growth control; wood preservation.
Program Record Number: HCan OF2

Pesticide Evaluation
Description: Information on the evaluation of pesticides and on precautions for their safe use.
Topics: Product chemistry; toxicology; metabolism; residues; environmental chemistry; toxicology and efficacy.
Program Record Number: HCan OF2

Pesticide Research Permits
Description: Permits to conduct research on new or registered products.
Topics: Policies and general information on research permits and submissions.
Program Record Number: HCan OF2

Pesticide Statistics
Description: Relates to numerical information about the number of registered pesticides, submissions, and uses.
Topics: Policies and general information on statistics and product developments and registrations; and uses.
Program Record Number: HCan OF2

Registration and Fees
Description: Information on the registration of pesticides under the Pest Control Products Act.
Topics: Application for registration; chemical specification forms; product labels; registrant correspondence; technical and scientific data in support of pesticide evaluation.
Access: Files arranged by registrant code and registration number.
Program Record Number: HCan OF2

Regulatory Communication
Description: Includes policies, guidelines and procedures relative to pesticides and pest management including dissemination of technical information via various media.
Topics: Regulatory communication; computer systems; presentations; publications; regulatory information by telephone.
Program Record Number: HCan OF2

Regulatory Liaison
Description: Relates to national and international aspects of pesticide management, coordination of policies and regulatory activities.
Topics: Regulatory liaison with federal, foreign, international, national and provincial organizations, governments and stakeholders.
Program Record Number: HCan OF2

Public Affairs, Consultation and Regions Branch (PACR)

Communications, Marketing and Consultation Directorate

Corporate Consultation Secretariat
Description: Provides advice, coordination and promotion of Public Involvement (PI) as one way in which the government seeks input and feedback from Canadians on a variety of issues.
Topics: information tool kit, strategies, speaking notes for presentations.
Program Record Number: HCan HF3-35

Horizontal Coordination
Description: Provides communications advice and support, issues management, strategic planning and implementation of the Department's policies, programs and public environment within which the Department operates.
Topics: strategic communications plans; operational communications plans; communications plans for Cabinet memoranda; and environmental scans.
Program Record Number: HCan HF3-20

Marketing and Corporate Services
Description: Undertakes social marketing campaigns, coordinates all mass media advertising and manages all creative and corporate communications services.
Topics: social marketing strategies, advertising campaigns, Web management, audio-visuals, exhibits for conferences and special events, production and distribution of departmental publications, and inquiries from the general public.
Program Record Number: HCan HF3-17

Public Affairs
Description: Provides services in the following areas B media relations, ministerial services, crisis and emergency communications, regional communications, corporate communications, products for departmental programs and activities.
Topics: News releases, speeches, inquiries from media and It's Your Health, a Web-based fact sheet.
Access: Most information is already in the public domain, available on request from headquarters, five regional offices and the Department's Web site.
Program Record Number: HCan HF3-18

Public Opinion Research and Evaluation
Description: Public opinion research, analysis and advisory services for issues and topics relevant to the Department's policies and programs.
Topics: public opinion research surveys, analyses, reports.
Access: Most information is available through the Library of Parliament/National Library.
Program Record Number: HCan HF3-26

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Automated Document, Records and Information Management System

Budgets

Buildings

Buildings and Properties

Business Continuity Plans

Classification of Positions

Co-operation and Liaison

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Human Resources

Hospitality

Information Technology Services

Lands

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

Pensions and Insurance

Personnel

Physical Security

Proactive Disclosure

Procurement

Relocation

Salaries and Wages

Staff Relations

Training and Development

Travel

Utilities

Vehicles

Particular Personal Information Banks

Corporate Services Branch

Personnel Award Application Files
Description: This bank contains the address, marital status, health-related employment history, educational background, publications, research and career plans, confidential assessments of candidates and letters of reference, and review committee members' comments on the application.
Class of Individuals: Health researchers – Canadian or landed immigrant, university graduates or applicants for graduate studies planning to begin or continue careers in health research are included in this bank.
Purpose: The purpose of this bank is to administer the review of applications for funds from the National Health Research and Development

Program for training, career development, and career support and to administer the approved funds. In future it may be used in the internal evaluation of the awards program.
Consistent Uses: The information gathered in this bank is used only for the assessment of candidates in carrying out their proposals under the National Health Research and Development Program (NHRDP).
Retention and Disposal Standards: Non-funded applications are held for 3 yrs, funded applications for 6 yrs before disposal; final reports are retained 50 yrs then transferred to National Archives.
RDA Number: 74/007
Related PR#: HCan HF5
TBS Registration: 004090
Bank Number: HCan PPU 100

Request for Information Pursuant to 8(2)(e) of the Privacy Act
Description: This bank records all requests submitted to the Department pursuant to paragraph 8(2)(e) of the Privacy Act by an investigative body specified in the regulations to the Act for the purpose of enforcing any law of Canada or a province or carrying out a lawful investigation.
Class of Individuals: The information relates to those individuals who are being investigated by an investigative body specified in the regulations of the Privacy Act.
Purpose: This information serves to record such requests and disclosures pursuant to paragraph 8(2) (e) of the Privacy Act.
Consistent Uses: None.
Retention and Disposal Standards: Requests submitted to the Department by an investigative body are retained for two years as specified in paragraph 7(a) of the Privacy regulations and then destroyed.
RDA Number: 98/001
TBS Registration: 002741
Bank Number: HCan PPU 255

Requests for Information Submitted under the Provisions of the Access to Information and the Privacy Acts
Description: This bank records all requests by applicants for information under the control of the Department pursuant to the Access to Information Act and the Privacy Act.
Class of Individuals: The information relates to those individuals who have a right to request information pursuant to section 4 of the Access Act and subsection 12(1) of the Privacy Act.
Purpose: This information is compiled for the purposes of the administration of the Access to Information Act and the Privacy Act.
Consistent Uses: None
Retention and Disposal Standards: The records are retained for a minimum of two years then destroyed.
RDA Number: 98/001
TBS Registration: 002742
Bank Number: HCan PPU 260

Security Incident Reporting System (SIRS)
Description: This bank contains records which may include personal information such as the name and the description of the incident involving the individual.
Class of Individuals: Departmental employees and/or other individuals involved in security incidents.
Purpose: The purpose of this bank is to record and report all Health Canada security incidents such as theft/loss, security breach/violation, threat, violent client, physical assault, suspicious activity and vandalism.
Consistent Uses: The information will be used internally for program management purposes and for purposes of research, planning, evaluation, monitoring, and statistics and for internal audit purposes. Statistical data may be tabulated for the Loss of Crown Assets Program. Personal information may be shared with the local police authorities, the RCMP, human resource officials and managers on a need to know basis to determine appropriate action and support decisions regarding discipline or investigations.
Retention and Disposal Standards: Personal information contained in the database will be retained for the five years then destroyed.
RDA Number: 98/001
TBS Registration: 004086
Bank Number: HCan PPU 092

Service Contracts with Individuals
Description: This bank contains information on the background and experience of contractors, expected results, budgetary commitments and payment methods.
Class of Individuals: Only persons under contract with the branch and past contractors are included.
Purpose: The bank is used in the day-to-day administration of the contracts.
Consistent Uses: None
Retention and Disposal Standards: The information is retained for six years after completion and non-renewal of contract; two years active and four years dormant. At the end of this period, the files are destroyed.

RDA Number: 99/004
TBS Registration: 000039
Bank Number: HCan PPU 085

First Nations and Inuit Health Branch

Federal Hospital Files

Description: This bank contains some or all of the following types of information: admission and separation records, medical history, laboratory tests and reports, diagnostic services reports, requisitions, doctor's orders, nursing notes, counselling notes, accounting statements, x-rays, operating room reports, pharmacy, social services and other patient and treatment and services records. The records are accessible through the hospital administrator or superintendent. Persons seeking access to this bank must supply their full name, date of birth and location of the record sought.
Class of Individuals: Status Indians.
Purpose: The purpose of this bank is to maintain records for departmentally operated hospitals for inpatients and outpatients.
Consistent Uses: Information may be used internally for program management purposes and for purposes of research, planning, evaluation, statistics and for internal audit purposes. Information may also be exchanged with federal nursing stations and health centers, provincial health facilities, provincial and private medical insurance plans, and provincial and municipal health agencies. Information may be shared with provincial health professional regulatory bodies for quality assurance purposes.
Retention and Disposal Standards: Records are retained for 25 years after the last entry in the file. Upon expiry of the retention period, some of these records will then be archived and stored at the federal facility and the remainder destroyed.
RDA Number: to be determined
Related PR#: HCan OF5
TBS Registration: 002724
Bank Number: HCan PPU 015

Federal Nursing Stations and Health Centers Files

Description: This bank contains treatment and preventative nursing services records.
Class of Individuals: Status Indians.
Purpose: The purpose of this bank is to maintain records for departmentally operated nursing stations and health centers files.
Consistent Uses: Information may be used internally for program management purposes and for purposes of research, planning, evaluation, statistics and for internal audit purposes. Information may also be exchanged with federal hospitals, provincial health facilities, provincial and private medical insurance plans, and provincial and municipal health agencies. Information may be shared with health professional regulatory bodies for quality assurance purposes.
Retention and Disposal Standards: Records are retained for 25 years after the last entry in the file. Upon expiry of the retention period, some of these records will then be archived and stored at the federal facility and the remainder destroyed.
RDA Number: to be determined
Related PR#: HCan OF5
TBS Registration: 002725
Bank Number: HCan PPU 020

Health Information and Claims Processing System

Description: This bank contains information recorded manually by regional offices and electronically in the Health Information Claims Processing System about registered Indians, Innu and recognized Inuit eligible for non-insured health benefits, including name, address, date of birth and registration numbers, information relating to payment claims and payments for non-insured health benefits including dental services, drugs, medical supplies and medical equipment; and information relating to prescriber, practitioner, provider and prescription details.
Class of Individuals: Registered Indians, Innu and recognized Inuit currently enrolled in a provincial or territorial health insurance plan and who continue to meet residency requirements for provincial/ territorial Medicare coverage.
Purpose: The purpose of this bank is to maintain a record of all individuals eligible to receive non-insured health benefits; to facilitate client access to benefits to which they may be entitled; to facilitate claims processing and payment process; and to provide statistical information such as benefit utilization, and to ensure utilization is in compliance with program directives.
Consistent Uses: Information is used internally for program management purposes including research, statistics, planning and evaluation; information is collected by the contractor who administers the claims system for audit purposes; information may also be exchanged with goods and services providers to verify eligibility; information may be exchanged with provincially-registered practitioners, pharmacists, and their respective health professional licensing bodies, and with the Therapeutic Products Program, to

ensure compliance with program management policies on medical necessity.
Retention and Disposal Standards: Records will be retained for seven years after the last payment. Upon expiry of the retention period, some of these records will then be archived and stored at the federal facility and the remainder destroyed.
RDA Number: to be determined
Related PR#: HCan OF7
TBS Registration: 003219
Bank Number: HCan PPU 016

First Nations and Inuit Health Information System
Description: This bank contains information about Status and non-Status First Nations and Inuit residents of all FNIHB regions that access health services on-reserve and / or at FNIHB health facilities off-reserve. Information includes name, address, gender, marital status, date of birth, Band registration number, resident status, provincial health card number, immunization status as well as data pertaining to reportable and chronic diseases, mortality, medication, medication allergy and adverse reaction, test and exams, maternal, psycho-social and environmental health. Information is maintained in a highly secure Intranet environment.
Class of Individuals: Status and non-Status First Nation people living on-reserve, and those who live off-reserve but access health services on-reserve.
Purpose: The purpose of this bank is to standardize and increase the reliability of collected information, facilitates case management, program planning and health surveillance.
Consistent Uses: Information used for service delivery, reporting requirements, health program planning, evaluation, research and surveillance. Where permitted by legislation and / or community consent, non-nominal information may be exchanged with the provincial ministries of health for compilation of statistics.
Retention and Disposal Standards: Records are retained for 25 years after the last service contact and/or 10 years after the death of the client.
RDA Number: to be determined
Related PR#: HCan OF5
TBS Registration: 003675
Bank Number: HCan PPU 007

Status Verification System
Description: This bank contains information about registered Indians and recognized Inuit eligible for non-insured health benefits, including client consent, name, address, gender, date of birth, registration numbers, residence status, health-care number (where available) and eligibility for non-insured health benefits.
Class of Individuals: Registered Indians and recognized Inuit currently enrolled in a provincial or territorial health insurance plan and who continue to meet residency requirements for provincial/ territorial Medicare coverage.
Purpose: The purpose of this bank is to maintain a record of all individuals who are or have been eligible to receive non-insured health benefits; to facilitate client access to benefits to which they may be entitled and to facilitate claims processing and payment process.
Consistent Uses: Information is used internally for program management purposes including benefit eligibility and claims research, statistics, planning and evaluation; information may be provided to the contractor administering the claims system for payment and audit purposes; information may also be exchanged with goods and services providers to verify eligibility; information may be exchanged with provincial health facilities, Indian and Northern Affairs Canada, provincial medical insurance plans, and provincial or municipal welfare agencies to verify eligibility and compile statistics. Information may be used by an approved third party for data-matching purposes relating to administration and management, planning accountability, data analysis and health surveillance (e.g., vital statistics, diabetes information, morbidity rates, drug safety, cancer surveillance, immunization and public health). An approved third party is defined as an organization or individual outside the Non-Insured Health Benefits Program whose request for information has been reviewed by a First Nations and Inuit Health Branch committee and is subject to a Data Sharing Agreement signed and approved by the Assistant Deputy Minister of First Nations and Inuit Health Branch.
Retention and Disposal Standards: The retention and disposal schedule is under review.
RDA Number: To be determined
Related PR#: HCan OF5
TBS Registration: 003220
Bank Number: HCan PPU 017

Conference and Forum Nominees
Description: Contains recommendations, applications (includes demographic information), references, curriculum vitae and/or financial claims of persons applying or selected to participate in Health Canada organized conferences and fora where registration is limited or selective.
Class of Individuals: Persons who have applied for or been nominated to participate in Health

Canada organized conferences or fora, including those who are selected. Does not include persons who attend conferences or fora where registration and selection are unlimited or by lottery.
Purpose: To evaluate and select delegates to conferences and fora from applications received on the basis of criteria established by the organizing program area; to maintain an inventory of selected delegates and the activities they participate in; to process any travel claims or honorariums for selected delegates; to maintain an inventory of interested persons.
Consistent Uses: None.
Retention and Disposal Standards: Information about unsuccessful applicants will be retained for ten years after the date of the event, and information about successful applicants will be retained for ten years after the last administrative action.
RDA Number: TBD
Related PR#: HCan OF1
TBS Registration: 003887
Bank Number: HCan PPU 265

Methylmecury Levels in Canadian First Nations and Inuit Peoples
Description: Contains the name, Band number, family number, sex, birth date, region, community, sample date, sample type (blood, hair, etc.), contaminant type and level, school achievement and teachers' evaluation, neurological test, pregnancy.
Class of Individuals: First Nations and Inuit peoples residing in communities, especially fish eaters, women of childbearing age, school children and fishing guides. The testing is done on a voluntary basis.
Purpose: Monitoring of Mercury levels in First Nations/Inuit people to assess exposure.
Consistent Uses: Information may be shared with native communities and N.W.T. public health authorities, in regard to their residents only, for the administration of their environmental health programs. The provinces do not have access to the data file.
Retention and Disposal Standards: Retained a minimum of 10 years, and then reviewed for possible transfer to National Archives.
RDA Number: 61/6777
Related PR#: HCan OF6
TBS Registration: 004114
Bank Number: HCan PPU 021

Health Policy Branch

Applications for Contributions Files – National Health Research and Development Program (NHRDP) and Health Policy Research Program (HPRP)
Description: This bank contains a full description of the research to be undertaken as well as the curriculum vitae of each person responsible for the management of research projects, partnerships, conferences, etc., approved under the NHRDP and/or the HPRP. Includes the assessment made by members of the Review Committee and the external reviewers and the internal evaluation by departmental officers.
Class of Individuals: Persons involved in health research.
Purpose: The purpose of the bank is to administer the review of applications for funds from the NHRDP and the HPRP and to administer the approved funds. In future, it may be used in the internal evaluation of NHRDP and HPRP activities.
Consistent Uses: The information gathered in this bank is used only for the assessment of the scientific quality and policy priority of the research proposals, and the suitability of research personnel to carry out proposals. Program information is shared with the Medical Research Council.
Retention and Disposal Standards: Non-funded applications are held for 3 yrs, funded applications for 6 yrs before disposal; final reports are retained 50 yrs then transferred to National Archives.
RDA Number: 74/007
Related PR#: HCan HF5
TBS Registration: 004087
Bank Number: HCan PPU 105

Breastfeeding Database
Description: The database includes the names of individuals, organizations that they work for, complete addresses, telephone numbers and fax numbers.
Class of Individuals: Health Professional, such as family physicians, nurses and health personnel units.
Purpose: To conduct a telephone survey in order to evaluate Health Canada's 5 year breastfeeding campaign.
Consistent Uses: None
Retention and Disposal Standards: Will be retained by the Partnerships and Marketing Division, Health Canada for three years and then reviewed for possible transfer to National Archives.
RDA Number: TBD
Related PR#: HCan OF1

TBS Registration: 004180
Bank Number: HCan PPU 077

Committee Files - National Health Research and Development Program (NHRDP) and Health Policy Research Program (HPRP)
Description: This bank contains the curriculum vitae, education, address, employment and publications of each member of the advisory and review committees.
Class of Individuals: Canadian health researchers, health professionals and some representatives of interest groups promoting health research are included in this bank.
Purpose: The purpose of this bank is to record the background of each member of the advisory and review committees for the purpose of verifying, if requested, that the membership is representative of the health research community.
Consistent Uses: The information gathered is used only for obtaining internal departmental approval of committees' memberships.
Retention and Disposal Standards: Retained 6 years, then transferred to National Archives.
RDA Number: 74/007
Related PR#: HCan HF5
TBS Registration: 004088
Bank Number: HCan PPU 110

Consultation on Health Protection Legislation
Description: This bank contains the names and addresses of persons to whom documents are mailed from time to time for consultations purposes or of persons who have provided their views and opinions on the renewal of federal health protection legislation.
Class of Individuals: Private citizens with an interest in health protection, public interest groups, health institutions, health professionals, representatives of all levels of government, members of federal departments, members of the industry, Canadian corporations and other interested parties.
Purpose: To create a mailing list and tracking system for consultation and follow-up purposes in the process of renewing Canada's health protection legislation, and for other consultations relating to the health protection program.
Consistent Uses: None
Retention and Disposal Standards: Records of individual replies will be retained for 10 years then National Archives will review for archival interest.
RDA Number: 78/010
Related PR#: HCan OF1
TBS Registration: 004115
Bank Number: HCan PPU 051

Health Products and Food Branch

Branch Incident Reporting System
Description: This bank contains information about complaints or queries received in regard to actual or perceived problems or concerns with medical devices, pharmaceutical products, food and other items that are regulated by Health Canada. Information may include name, address, telephone number of the contact person, product description such as make, model, serial or other identifying number, location of incident, any follow-up action taken and other details required for any necessary intervention by Health Canada or other authorities.
Class of Individuals: Canadians or visitors to Canada, medical practitioners and hospital authorities, police and customs agents, coroners and provincial medical officers of health and representatives of manufacturers who may be involved with the reporting or investigation of a complaint.
Purpose: To investigate and track complaints received by the Department.
Consistent Uses: Information may be used to follow-up with complainants. It may be shared with other agencies including Agriculture and Agri-Food Canada, provincial regulatory bodies, provincial Medical Officers of Health and individual practitioners.
Retention and Disposal Standards: Retained for 25 years, and then transferred to National Archives.
RDA Number: 98/019
Related PR#: HCan HF7
TBS Registration: 004102
Bank Number: HCan PPU 088

Conference and Forum Nominees
Description: Contains recommendations, applications (includes demographic information), references, curriculum vitae and/or financial claims of persons applying or selected to participate in Health Canada organized conferences and for where registration is limited or selective.
Class of Individuals: Persons who have applied for or been nominated to participate in Health Canada organized conferences or for a, including those who are selected. Does not include persons who attend conferences or for where registration and selection are unlimited or by lottery.
Purpose: To evaluate and select delegates to conferences and from applications received on the basis of criteria established by the organizing program area; to maintain an inventory of selected delegates and the activities they participate in;

to process any travel claims or honorariums for selected delegates; to maintain an inventory of interested persons.
Consistent Uses: None.
Retention and Disposal Standards: Information about unsuccessful applicants will be retained for ten years after the date of the event, and information about successful applicants will be retained for ten years after the last administrative action.
RDA Number: To be determined
Related PR#: HCan OF1
TBS Registration: 002743
Bank Number: HCan PPU 265

Healthy Environments and Consumer Safety Branch

Canadian Accident Injury Reporting and Evaluation

Description: This bank includes the chart number, institution, age of victim, admittance date, number of days hospitalized, injury nature and cause, place of occurrence, disposition and product involved"
Note: Formerly CCA PPU 025.
Class of Individuals: General public.
Purpose: The bank was established to assist in setting of priorities and is used for internal and external data retrievals and regular publications.
Consistent Uses: None
Retention and Disposal Standards: Records are retained for a minimum of two years, and then transferred to National Archives.
RDA Number: To be determined
Related PR#: HCan OF6
TBS Registration: 002110
Bank Number: HCan PPU 025

Case-Control Study on Passive Smoking and Lung Cancer

Description: This bank contains demographic information, and information on exposure to passive smoking, familial history of cancer, personal history of respiratory illness, occupational history, diet, environmental exposures, residential history, and radon exposure for about 735 non-smoking lung cancer cases and about 735 controls, across Canada. This bank also contains demographic information on personal smoking history, and a brief occupational history for about 38,000 smoking lung cancer cases across Canada.
Class of Individuals: Individuals diagnosed with primary lung cancer between January 1, 1995 to December 31, 1996 (approx.). Controls matched to non-smoking lung cancer cases.
Purpose: To examine the relationship between exposure to environmental tobacco smoke and the incidence of lung cancer, adjusting for the effects of other potential risk factors including occupation, diet, and environmental radon; to estimate incidence of smoking among lung cancer cases in Canada.
Consistent Uses: None.
Retention and Disposal Standards: Retained a minimum of 10 years, and then reviewed for possible transfer to National Archives (excluding questionnaires which may be destroyed after two years).
RDA Number: 61/3215
Related PR#: HCan OF3
Bank Number: HCan PPU 038

Child Acute Respiratory Effects Study

Description: This bank contains information on the respiratory illnesses and pulmonary function measures and the ages of 100 females aged 7 to 15 years attending a Girl Guide camp (Camp Kiawa) in July and August of 1986. Data on parental smoking habits, education and other home characteristics were collected. Allergy test and heart rate monitoring results are also recorded.
Class of Individuals: Girls aged 7 to 15 years who attended Camp Kiawa from July 1 to August 10, 1986.
Purpose: The purpose of this bank is to examine the relationship between transported air pollution and respiratory health in children.
Consistent Uses: There will be no disclosure of any personal information from this data bank. Only summary statistics and conclusions drawn from the study will be publicly disclosed. There will be no linking and matching of information in this data bank with any other information or data bank presently existing.
Retention and Disposal Standards: Retained a minimum of 10 yrs, and then reviewed for possible transfer to National Archives (excluding questionnaires which may be destroyed after two years).
RDA Number: 61/3215
Related PR#: HCan OF6
TBS Registration: 004096
Bank Number: HCan PPU 036

Children's Respiratory Health Study

Description: This bank contains information about children and adolescents currently residing in Saint John, New Brunswick. The data consists of questionnaires completed by parents for grade five students and self-completed by grade twelve students. In addition, students will have height,

weight and their lung capacity measured. The information collected includes name, address, telephone number of the students and parent or legal guardian and the gender of the child/adolescent.
Class of Individuals: Grade five children, ages nine to eleven and grade twelve students, ages sixteen to eighteen, residing in Saint John, New Brunswick.
Purpose: To assess the longer term effects of exposure to air pollution in children and adolescents.
Consistent Uses: Information may be used to contact these individuals in follow-up survey.
Retention and Disposal Standards: Retained a minimum of 10 yrs and then reviewed for possible transfer to National Archives (excluding questionnaires which may be destroyed after 2 yrs).
RDA Number: 61/3215
Related PR#: HCan OF6
TBS Registration: 004097
Bank Number: HCan PPU 089

Fish & Wildlife Nutrition Project in Areas of Concern
Description: This bank contains information about Ontario anglers and consumers of aquatic wildlife in areas of concern. These groups may not be licensed or may otherwise be outside the mainstream due to language or ethnicity. Information includes name, address, telephone number, gender, marital status, country of birth, fish and aquatic wildlife consumption patterns, household income and language spoken in the home.
Class of Individuals: Ontario anglers and consumers of fish and aquatic wildlife in selected geographic locations.
Purpose: The purpose of this bank is to conduct research into fish and aquatic wildlife consumption patterns among high-risk Ontario anglers and consumers.
Consistent Uses: Information may be used to contact these individuals in follow-up surveys.
Retention and Disposal Standards: Retained a minimum of 10 yrs, and then reviewed for possible transfer to National Archives (excluding questionnaires which may be destroyed after 2 yrs).
RDA Number: 61/3215
Related PR#: HCan OF6
TBS Registration: 004099
Bank Number: HCan PPU 079

Record of Researchers
Description: This bank provides a list of persons authorized to use, and who are using narcotic, controlled and restricted drugs in research work.
Class of Individuals: It is primarily concerned with scientists and medical and paramedical professionals.
Purpose: The bank is used to ensure that persons using narcotic, controlled and restricted drugs for research purposes have been authorized to do so.
Consistent Uses: None
Retention and Disposal Standards: Records in individual cases are held for ten years and then reviewed for possible transfer to National Archives.
RDA Number: to be determined
Related PR#: HCan OF3
TBS Registration: 002726
Bank Number: HCan PPU 040

Great Lakes Health Effects Cohort Study
Description: This bank contains basic personal information, fish consumption patterns, household income, current employment information (kind of work, exposures in the workplace), and medical history data on a sample of Ontario Sport Fish License holders (1988) and their families.
Class of Individuals: Phase I: 1988 Ontario Sport Fish License holders (approximately 1,000,000). Phase II: A sub-sample of Phase I, plus adult and child members of their household (approximately 100,000 records). Phase III: Further data on a sub-sample of Phase II.
Purpose: The data were collected for research and statistical purposes as part of a study designed to investigate the adverse health effects of Great Lakes water pollution as bio-concentrated by fish.
Consistent Uses: The data collected were intended to be used to determine the risk of cancer, adverse reproductive outcomes (for example, birth defects) and mortality from certain causes associated with consumption of fish caught in the Great Lakes Basin. The individuals identified in the data bank may be followed up over time by linkage to cancer incidence, congenial anomaly or mortality registries. However, do to budgetary and other constraints this, may not be done.
Retention and Disposal Standards: Retained a minimum of 10 yrs, and then reviewed for possible transfer to National Archives (excluding questionnaires which may be destroyed after 2 yrs).
RDA Number: 61/3215
Related PR#: HCan OF6

TBS Registration: 004100
Bank Number: HCan PPU 076

Health Effects of Molds in Homes
Description: This bank contains information collected since 1991 about adults and children resident in approximately 500 dwellings in Wallaceburg, Ontario, including name, address, telephone number, age, sex, general health data of the child, blood and mucous samples, audio recordings of nocturnal coughing, dust, mould and mildew samples and general description of the home itself.
Class of Individuals: Residents of selected Wallaceburg, Ontario households who agree to participate in the study.
Purpose: To conduct research into indoor air quality and moulds and their impact on childhood illness.
Consistent Uses: Non-personal information will be shared with Canada Mortgage and Housing Corporation, co-sponsors of the study. Information may be used to contact these individuals in follow-up surveys.
Retention and Disposal Standards: Retained a minimum of 10 yrs, and then reviewed for possible transfer to National Archives (excluding questionnaires which may be destroyed after 2 yrs).
RDA Number: 61/3215
Related PR#: HCan OF2
TBS Registration: 004101
Bank Number: HCan PPU 083

Ontario Farm Family Health Study
Description: Information collected from 2000 farm families, including name, address, religion, age, sex, and country of birth, farm characteristics, chronic disease and accident histories of farm families participating in this study.
Class of Individuals: Ontario Farm Families.
Purpose: Information is collected for use in a study designed to assess potential exposures on the farm and health effects.
Consistent Uses: Research and Statistical Purposes.
Retention and Disposal Standards: Retained a minimum of 10 yrs, and then reviewed for possible transfer to National Archives.
RDA Number: 61/3215
Related PR#: HCan OF6
TBS Registration: 004104
Bank Number: HCan PPU 037

Pesticide Exposure Assessment Pilot Study
Description: Contains the name, address, sex, sample date, sample type (urine, semen, and drinking water), pesticide handling practices of applicator, and pesticides used for farm families participating in this study.
Class of Individuals: Ontario farm families selected from the previous Ontario Farm Family Health Study (Personal Information Bank HCan-PPU-037 refers).
Purpose: Measure the extent to which applicators and family members are exposed to herbicides during normal handling activities on Ontario farms.
Consistent Uses: Research and statistical purposes. Data is linked to PPU 037 Ontario Farm Family Health Study.
Retention and Disposal Standards: Retained a minimum of 10 yrs, and then reviewed for possible transfer to National Archives (excluding questionnaires which may be destroyed after 2 yrs).
RDA Number: 61/3215
Related PR#: HCan OF2
TBS Registration: 004105
Bank Number: HCan PPU 035

Indoor Air Quality in the Health of Infants: a birth cohort study focusing on indoor microbials
Description: This bank contains information about Canadian children from birth to two years of age. Data will be collected by: questionnaire, blood samples and an instrument which records from the home. It will also contain information on the indoor environment (irritants and allergens) and healthy information on the child and the family. Blood tests will be taken for evidence of allergy and lymphocyte activation. Information will include name, address and telephone numbers of the child and the family. The Child will be followed up at two week intervals for incidence of illnesses up until the age of two years. The children are not selected based on illness.
Class of Individuals: Children born to mothers living in Prince Edward Island will be recruited from physician's offices.
Purpose: To determine the environmental factors which increase the incidence of illness in infants.
Consistent Uses: None. Information may be used to contact these individuals for follow-up surveys.
Retention and Disposal Standards: Retained a minimum of 10 yrs, and then reviewed for possible transfer to National Archives (excluding questionnaires which may be destroyed after 2 yrs).

RDA Number: 61/3215
Related PR#: HCan OF2
TBS Registration: 004103
Bank Number: HCan PPU 285

Sales Records of Licensed Dealers
Description: This bank contains sales records of narcotics and controlled drugs made by licensed dealers who are entitled to import, export, manufacture and distribute narcotic and controlled drugs under the Controlled Drugs and Substances Act and Regulations.
Class of Individuals: Pharmacists, physicians, dentists, veterinarians, hospitals and licensed pharmaceutical companies.
Purpose: This bank is used to ensure that licensed narcotic and controlled drugs dealers supply narcotic and controlled drugs only to authorized persons.
Consistent Uses: It is also used to monitor and assess purchases of narcotics and controlled drugs made by pharmacists, physicians, dentists, veterinarians, hospitals and licensed pharmaceutical companies. Information from this bank may be released to provincial licensing authorities of the health professions.
Retention and Disposal Standards: Records on individual cases are held for three years for licensed dealers' sales reports and then reviewed for possible transfer to National Archives.
RDA Number: 98/019
Related PR#: HCan OF3
TBS Registration: 004107
Bank Number: HCan PPU 045

Methadone Program
Description: This bank contains the names and addresses of practitioners authorized to purchase, prescribe or dispense methadone.
Class of Individuals: Practitioners.
Purpose: To keep records for practitioners authorized to purchase, prescribe or dispense methadone.
Consistent Uses: Information from this bank may be released to provincial licensing authorities of the health professions.
Retention and Disposal Standards: Practitioner files are kept two years after the death of a doctor, five years after the last correspondence or last record of registration if there is no history of drug-related problems, and ten years after the last correspondence or last record of registration if there is a history of drug-related problems.
RDA Number: 75/021
Related PR#: HCan OF2
TBS Registration: 002730
Bank Number: HCan PPU 060

National Dose Registry for Occupational Exposures
Description: This bank currently includes information on occupational exposures to radiation. Records are kept on an individual basis and include, in addition to personal identifying information, cumulative radiation exposures and a record-by-record account of the entries into the Registry. Exposure records are inputted from the National Dosimetry Service, organizations that have their own radiation monitoring programs, and commercial dosimetry processors. Persons requesting records should include their SIN on their request form.
Class of Individuals: Occupationally-exposed radiation workers.
Purpose: To keep records for individuals whose occupational radiation exposure has been monitored. The records are used for epidemiological and statistical studies, informational purposes, and in support of the regulatory control of occupational radiation exposures.
Consistent Uses: The Registry is designed and used primarily for epidemiological and informational purposes. It is also used to advise the individual, his or her employer and the appropriate regulatory authorities when the record shows that the maximum permissible dose has been exceeded or is about to be exceeded, as described in relevant provincial Acts, the Canada Labour Safety Code or Treasury Board recommendations for federal employees, and the Nuclear Safety and Control Act. Information is supplied to federal and provincial authorities responsible for the control of occupational radiation exposure and may be used in subsequent litigation relating to matters of non-compliance by industry. Upon request, it is also supplied to the Workers' Compensation Board in relation to a compensation claim.
Retention and Disposal Standards: Kept for 80 years and then transfer to National Archives.
RDA Number: 72/004
Related PR#: HCan OF6
TBS Registration: 000038
Bank Number: HCan PPU 080

St. Lawrence Vision 2000 Health Components Project
Description: Contains information about persons tested or interviewed pursuant to a number of research projects in the Health Component of the St. Lawrence Vision 2000 program. May include

name, address, marital status, sex, language, date of birth, education, income and employment data, food and nutritional profiles, immigration data, health data, alcohol and cigarette consumption, reproductive and fertility histories, and certain very specific recreational activities. Samples may include hair, blood, urine, semen and placental tissue.
Class of Individuals: Only contains information about persons residing in the immediate vicinity of the St. Lawrence River in Quebec who have been interviewed by investigators.
Purpose: To conduct epidemiological research; to assess health risks associated with certain behaviours and environmental agents; to contribute to future health promotion activities.
Consistent Uses: None. There may be longitudinal surveys of some respondents.
Retention and Disposal Standards: Retained a minimum of 10 yrs, and then reviewed for possible transfer to National Archives (excluding questionnaires which may be destroyed after 2 yrs).
RDA Number: 61/3215
Related PR#: HCan OF6
TBS Registration: 004109
Bank Number: HCan PPU 084

Surveillance of Ship-borne Illnesses
Description: This bank contains responses to questionnaires and/or interviews with persons who may have contracted, or are at risk of contracting, any food borne or waterborne illness while on board a cruise ship with a Canadian port of call. The questionnaire contains the name, age, sex, medical symptoms of persons on board a cruise ship. May also contain results of analytical testing of samples taken from subjects.
Class of Individuals: Passengers and crews of commercial cruise ships.
Purpose: To investigate and report on incidents and to recommend treatment and preventive measures.
Consistent Uses: Test results may be communicated with immigration officials, ship owners, crew representatives, medical practitioners and institutions.
Retention and Disposal Standards: According to TB 61/6988 questionnaires and test results are retained for 10 years, and then transferred to National Archives.
RDA Number: To be determined
Related PR#: HCan OF6
TBS Registration: 004065
Bank Number: HCan PPU 010

Technical Support Files
Description: This bank contains environmental health surveillance reports, as well as results of tests performed on biological samples (blood, hair, urine) of individuals. Persons seeking access to this bank must supply their full name, the date the sample was submitted and the community where tested. Aboriginals should provide their Band Number.
Class of Individuals: Exposed Aboriginal populations and federal government employees.
Purpose: This bank is used to monitor the health of individuals exposed to a wide variety of environmental and occupational hazards such as dust, mercury, PCB's, arsenic and lead.
Consistent Uses: Information may be used internally for program management purposes and for purposes of research, planning, evaluation, statistics and for internal audit purposes. Information may also be shared with provincial/ territorial departments of health.
Retention and Disposal Standards: Records are retained for ten years. Upon expiry of the retention period, some of these records will be preserved by the National Archives of Canada for archival purposes and the remainder destroyed.
RDA Number: To be determined
Related PR#: HCan OF6
TBS Registration: 002722
Bank Number: HCan PPU 005

Authorizations for marihuana for medical use
Description: The office of Cannabis Medical Access, Drug Strategy and Controlled Substances Program has the mandate to process applications from individuals residing in Canada, to possess and cultivate marihuana for their medical use. The initial process that was put in place in June 1999 is called the exemption process under section 56 of the Controlled Drugs and Substances Act (CDSA). The exemption process was replaced by the application process under the Marihuana Medical Access Regulations (MMAR) on July 30, 2001, date of the coming into force of the Regulations. Files detained by the program contain applications documents submitted by individuals and their physicians, records of decision provided to the applicant. Records of decisions may contain one or more of the following documentation: exemption letters under section 56 to possess or to possess and cultivate marihuana for medical purposes; MMAR Authorizations to possess dried marihuana; Personal Use Production Licenses; Designated Person Production Licenses; and correspondence informing of refusals, when applicable. These

files contain personal information, including names, addresses, date of birth, phone numbers, medical conditions, medical records, photographs, exemption letters, authorization letters, copies of ID cards and ID card numbers, correspondence from applicants and physicians and contact reports summarizing telephone conversations. Files may also contain applications to obtain marihuana seeds or dried product from the Health Canada supply, follow-up correspondence and records of decisions pertaining to possible shipment of seeds or dried marihuana.

Class of Individuals: Individuals requesting to use marihuana for a medical purpose.

Purpose: Files used to process applications under section 56 of the CDSA and under the MMAR.

Consistent Uses: No information contained in the files is provided without the consent of the individuals. If a Consent to Disclose Information to Medical Practitioner and/or Representative is given, Health Canada is able to discuss the case directly with the medical practitioner (and specialist) and/or, if applicable, the representative chosen by the applicant, and to collect from them and disclose to them any personal information, including medical information, necessary to carry out the review of the application. This consent will also specifically authorize the medical practitioner and/or representative to disclose such information to Health Canada. The "representative consent" allows Health Canada to deal directly through the representative for the purposes of the application. In the case where an exemption under section 56 of the CDSA, an Authorization to Possess dried marihuana, Personal Use Production License or Designated Person Production License have been granted, and if a Consent to Disclose Information to Police Agencies is given, Health Canada is permitted to disclose personal information and the terms and conditions of the exemption under section 56 or the Authorization or License under the MMAR.

Retention and Disposal Standards: Minimum of 5 years after the date of last correspondence and then reviewed for possible transfer to National Archives.

RDA Number: To be determined

Related PR#: HCan OF3

TBS Registration: 005331

Bank Number: HCan PPU 073

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records, Information Management Systems

Business Continuity Planning (BCP)

Electronic Network Monitoring Logs

Executive Correspondence Management Systems

Hospitality

Internal Disclosure of Wrongdoing in the Workplace

Personnel Security Screening

Relocation

Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes

Travel

Classes of Personal Information

Public Opinion Research

This is a class of records generated by departmental officials who conduct public opinion research on topics related to the mandate and mission of Health Canada. Retrievable records consist of data gathering instruments, such as, but not exclusively, questionnaires that may contain personal information. Data contained in this class of records are not used for administrative purposes. Individuals seeking access to these records must provide the title of the research project or survey in which they participated, the location and date, and any other data that may help to identify and locate the personal information they are seeking.

Manuals

- 50-60 Bed Emergency Hospital
- 200 Bed Emergency Hospital
- A Guide to Green Government
- A Submitter's Guide for Compliance with Part V of the Medical Devices Regulations
- Acceptable Methods

- Additional Provincial/Territorial Services Information Exchange
- Advanced Treatment Centre
- Advisory Committee on Institutional and Medical Services (A.C.I.M.S.) Hospital Claims Manual
- Analytical Methods and Techniques for Colours in Foods
- Analytical Methods for Pesticide Residues in Foods
- Analytical Methods for the Regulatory Analysis of Foods
- B.F.M.M. Financial Coding Manual
- Bacteriology of Tuberculosis
- Because They're Young: Active Living for Canadian Children
- Blood Collection and Blood Component Manufacturing
- Blood Lead Intervention Levels and Strategies
- Canadian Arctic Contaminants Assessment Report II (2003)
- Canadian Drug Identification Code
- Canadian Environmental Protection Act Human Health Risk Assessment for Priority Substances
- Canadian Immunization for Canadians
- Canadian Immunization Guide Fourth Edition, 1993
- Canadian Recommendations for the Prevention and Treatment of Malaria Among International Travelers- (CCDR 2000; 26S2:1-42)
- Canadian Water Guidelines
- Casualty Collecting Unit
- Casualty Simulation
- CATMAT and NACI - Travel, Influenza and Prevention- (CCDR 1996; 22: 141-145)
- Chemistry and Manufacturing: New Drugs
- Clinical Guidelines for Medical Services Personnel
- Coal Liquefaction and Health: Elements of a Worker Health Surveillance Program
- Code of Practice - General Principles of Food Hygiene for Use by the Food Industry in Canada
- Community Health Nursing (Saskatchewan region)
- Compendium of Analytical Methods - Vol. 1 - Official Methods of Microbiological Analysis for Foods
- Compendium of Analytical Methods - Vol. 2 - HPB Methods of Microbiological Analysis for Foods
- Compendium of Analytical Methods -Vol. 3 - Laboratory Procedures of Microbiological Analysis for Foods
- Compendium of Analytical Methods - Vol. 4 - Detection of Extraneous Matter in Foods
- Completing an Application for Registration as a Proprietary Medicine
- Conduct and Analysis of Bioavailability and Bioequivalence Studies - Part "A"
- Conduct of Clinical Investigations
- Consumer Drug Advertising
- Containment Standards for Veterinary Facilities
- Controlling Antimicrobial Resistance - An Integrated Action Plan for Canadians (Background Information) May 1997
- Course Manual - Emergency Health/Social Services Planning (Community)
- Course Manual - Hospital Emergency Planning
- Course Manual - Special Care Facility Emergency Planning
- DAS Drug Analysis Service (DAS) National Analytical Methods
- DAS National Standard Operating Procedures
- DAS Ontario Region Analytical Methods
- DAS Ontario Region Standard Operating Procedures
- DAS British Columbia Region Analytical Methods
- DAS British Columbia Region Standard Operating Procedures
- Dental Practitioner Information Kit
- Departmental Security Manual of Health Canada
- Design Guidelines - Part 1, Space and Furnishings

- DFS Procedures
- Diagnostic Reference Testing of Selected Viruses
- Diagnostic x-ray equipment compliance and facility survey
- Direction for Use of Estrogen-Progestin Combination Oral Contraceptives (OCs)
- Disinfectants: Preparation of Application for Drug Identification Number
- Dose - Response Information To Support Drug Registration (ICH)
- Drug Distribution Manual
- Economic Burden of Illness in Canada, 1993 July 1997
- Emergency Clothing Manual
- Emergency Food Services Manual
- Emergency Health Services Health Supplies
- Emergency Hospital (Operating Manuals)
- Emergency Lodging Manual
- EMS Self-Assessment Guide
- Emergency Based Medicine - (CCDR 1994; 20: 145-147)
- Environmental Contaminants Manual
- Environment (CCME), 1992
- Exposure Guidelines for Residential Indoor Air Quality
- Family Violence in Canada: A Call to Action
- Family Violence Initiative Fact Sheet on Health and Welfare's Role
- Federal Family Violence Initiative - Information on Project Funding by Health and Welfare Canada
- Fever in the International Traveller - (CCDR 1997; 23: 1-8)
- FNIHB Procedure Manual for Safe Drinking Water in First Nations Communities South of 60 (2005)
- Financial Management Guide for projects funded under the Population Health Fund
- Financial Management Manual (volumes 1 to 3)
- Food, Drug, Cosmetic and Medical Device Projects to Be Conducted During Program Year
- Foreign Service Directives
- Framework for Research on Active Living
- Framework for West Nile Virus Activities in First Nations Communities South of 60 (The)
- Fungal contamination in public buildings: A guide to recognition and management
- General principles for labelling and advertising claims that relate to the nutrition recommendations
- Good Manufacturing Practices, 3rd Edition
- Guide for applicants, Population health Fund: Rural and Remote Health Innovations Initiative
- Guide for the labelling of drugs for veterinary use
- Guide for the Preparation of Plant Master Files and Imported Drug Submissions
- Guide to Project Evaluation
- Guidelines for Biomedical Facilities using Sheep as Research Animals
- Guidelines for Canadian Drinking Water Quality, Sixth Edition
- Guidelines for Canadian Recreational Water Quality
- Guidelines for developing a Pesticide Toxicology Database
- Guidelines for developing pesticide residues data in foods as consumed
- Guidelines for Evaluation of Safety and Efficacy of Antimastitis Intramammary Infusion Drugs
- Guidelines for Evaluation of Safety and Efficacy of Teat Dip Formulations
- Guidelines for health information programs involving the sale of foods
- Guidelines for incidental additive submissions
- Guidelines for Infection Control
- Guidelines for Product Monographs and Package Inserts for Schedule C. Drugs
- Guidelines for Safe Use of Ultrasound: Part II - Industrial and Commercial Applications - Safety Code 24

- Guidelines for Submissions under Section 17 of the Canadian Environmental Protection Act
- Guidelines for the Development of Efficacy Data to Support the Use of Animal Drugs in Feeds
- Guidelines for the nomenclature and classification of externally visible defects in metal containers of canned foods
- Guidelines for the Notification and Testing of New Substances: Chemicals and Polymers
- Guidelines for the Notification and Testing of New Substances: Organisms
- Guidelines for the Practice of Travel Medicine
- Guidelines for the Preparation of Drug Submissions on Schedule C Drugs
- Guidelines for the Preparation of Toxicity and Residue Submissions for the Human Safety of Veterinary Products Intended for Use in Food Producing Animals
- Guidelines for the Production, Distribution, Retailing and Use of Refrigerated Pre-packaged Foods with Extended Shelf Life
- Guidelines for the Safe Use of Ultrasound Part I: Medical and Paramedical Applications - Safety Code 23
- Guidelines for Working with the Private Sector
- Guidelines on nutrition labelling
- Hazardous Products Act Reference Manuals
- Health - Based Tolerable Daily Intakes/ Concentrations and Tumorigenic Doses/ Concentrations for Priority Substances
- Health Canada Evaluation Policy
- Health Protection and Drug Laws
- Homeopathic Preparations: Application for Drug Identification Numbers
- Hospital Disaster Supplies
- How are Health reforms Affecting Seniors? A Participatory Evaluation Guide
- Housing an Aging Population: Guidelines for Development and Design
- Human Health Risk Assessment for Priority Substances
- Human Immunodeficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS)
- ICH - Clinical Safety Data Management: Definitions and Standards for Expedited Reporting
- ICH - Dose - Response Information to Support Drug Registration
- ICH - Impurities in New Drug Substances
- ICH - Stability Testing of New Drug Substances and Products
- ICH - Studies in Support of Spēcial Populations: Geriatrics
- ICH - The Extent of Population Exposure to Assess Clinical Safety for Drugs Intended for Long-Term Treatment of Non-Life-Threatening Conditions
- Indian Residential Schools Mental Health Support Program, Program Framework
- Indoor Air Quality in Office Buildings: A Technical Guide
- Industrial Hemp Technical Manual
- Infection Control Guideline: Infection Prevention and Control Practices for Personal Services: Tattooing, Ear/Body Piercing, and Electrolysis
- Infection Control Guideline: Routine Practices and additional Precautions for Preventing the Transmission of Infection in Health Care
- Infection Control Guideline: Hand Washing, Cleaning, Disinfection and Sterilization in Health Care
- Infection Control Guideline: Proceedings of the Consensus Conference on Infected Health Care Workers - Risk for Transmission of Bloodborne Pathogens
- Infection Control Guideline: Preventing the Spread of Vancomycin-Resistant Enterococci (VRE) in Canada
- Infection Control Guideline: Foot Care by Health Care Providers
- Infection Control Guideline: Preventing Infections Associated with Indwelling Intravascular Access Devices
- Infection Control Guideline: Preventing the Transmission of Bloodborne Pathogens in Health care and Public Services Settings

- Infection Control Guideline: An Integrated Protocol to Manage Health Care Workers Exposed to Bloodborne Pathogens
- Infection Control Guideline: Canadian Contingency Plan for Viral Haemorrhagic Fevers and Other Related Diseases
- Infection Control Guideline: Guidelines for Preventing the Transmission of Tuberculosis in Canadian Health Care Facilities and Other Institutional Settings
- Infection Control Guideline: Occupational Health In Health Care
- Inspection of Biologics Manufacturers
- Inspection Procedures for Food Plant Inspectors
- Investigating Human Exposure to Contaminants in the Environment: A Handbook for Exposure Calculations
- Labelling of Cosmetics
- Labelling of Drugs for Human Use
- Laboratory Biosafety Guidelines
- Laboratory Guidelines for Serotyping and Biotyping Campylobacters
- Laboratory Methods for Neisseria Gonorrhoeae
- Laboratory Methods for the Diagnosis of Legionnaire Disease
- Laboratory Quality Assurance Standards
- Limits of Exposure to Radiofrequency Fields at Frequencies from 10 kHz - 300 GHz - Safety Code 6
- Management of Emergency Delivery
- Manufacture and Testing of Biologics Produced by Recombinant DNA Technology
- Manufacture and Testing of Monoclonal Antibodies and Their Conjugates
- Menopause
- Minister's Steering Committee on Active Living Report
- Moving Through the Years: A Blueprint for Action
- National Alcohol and Drug Treatment Centres - Design 2 costs guidelines
- National Consensus Conference on Foodborne, Waterborne and Enteric Disease Surveillance November 1995
- National Consultation on the Role of the Laboratory Centre for Disease Control in Tuberculosis Prevention and Control) Proceedings and Recommendations July 1994
- National Enforcement Reports (Prosecutions, Recalls, Imported Products Unacceptable for Sale in Canada, Seizures forfeited)
- National First Nations Environmental Contaminants Program Funding Application Guide (2005)
- National Framework for the Review of Water and Wastewater Systems in First Nations Communities
- National Framework on Aging (NFA)
- National Guidelines for Environmental Noise Control
- National Health Research and Development Program Career Awards Guide
- National Health Research and Development Program Projects Guide
- National Health Research and Development Program Training Awards Guide
- National Symposium on Risk and Prevention of Infectious Diseases for Emergency Response Personnel September 1994
- National Workshop on Tuberculosis, HIV and Other Emerging Issues) Proceedings May 1993
- Native Alcohol Abuse Program (Manitoba region)
- NIHB Program directives
- Northern Contaminants Program's Operational Management Guide (2005)
- Nurses' Drug Classification System
- Nursing Manual - a reference book for Indian Health Nurses (Atlantic, Manitoba, and Saskatchewan regions)
- Occupational Health Assessment Guide
- Occupational Health Nursing Manual
- Occupational Safety and Health Manual – HC

- Office Air: A Worker's Guide to Air Quality in Offices, Schools and Hospitals
- Ontario Region - Procedures for Conducting Compliance Activities
- Oral Contraceptives (1994)
- Patient Care in Flight
- Persistent Diarrhea in the Returned Traveler - (CCDR 1997; 23: 1-8)
- Personal Services: Psychosocial Planning for Disasters
- Plasmid Biology and Recombinant DNA Methodology
- Pharmacy Provider Information Kit
- Policy Guide for the Management of Advisory Committees in Health Canada
- Population Health Fund - Guide for applicants
- Preparation of Human New Drug Submissions
- Preparation of Investigational New Drug Submissions
- Preparation of Veterinary New Drug Submissions
- Procedure Manual for Safe Drinking Water in First Nations Communities South of 60
- Product Master Files
- Product Monographs
- Product Recall Procedures
- Protocols for Identification of Neisseria Species
- Public Service Health Manual for Environmental Health Officers
- Radiation Protection in Computed Tomography Installations - Safety Code 31
- Radiation Protection in Dentistry - Recommended Safety Procedures for Use of Dental X-Ray Equipment - Safety Code 30
- Radiation Protection In Mammography - Safety Code 33
- Radiation Protection in Veterinary Medicine - Recommended Safety Procedures for Installation and Use of Veterinary X-Ray Equipment - Safety Code 28
- Radiation Safety Codes
- Radiation Safety for Baggage X-Ray Inspection Systems
- Reaching Out: A guide to Communicating with Aboriginal Seniors
- Reference Guide of Funding Sources for Health Research in Canada
- Regional Interim Directives Manual (Manitoba region)
- Registration and Inquiry Manual
- Registration Handbook
- Regulatory and Quarantine
- Regulatory Directives
- Requirement for the Safe Use of Baggage X-Ray Inspection Systems - Safety Code 29
- Requirements for Industrial X-ray Equipment Use and Installation - Safety Code 27
- Ressources Catalogue (Québec region)
- Safety Code 23. Guidelines for the Safe Use of Ultrasound Part I - Medical and Paramedical Applications
- Safety Code 24. Guidelines for the Safe Use of Ultrasound: Part II - Industrial and Commercial Applications. 1991
- Safety Code 25. Short-Wave Diathermy Guidelines for Limited Radio Frequency Exposure
- Safety Code 27. Requirements for Industrial X-ray Equipment Use and Installation
- Safety Code 28. Radiation Protection in Veterinary Medicine Recommended safety procedures for installation and use of veterinary x-ray equipment
- Safety Code 29. Requirements for the Safe Use of Baggage X-Ray Inspection Systems
- Safety Code 30. Radiation Protection in Dentistry. Recommended Safety Procedures for the Use of Dental X-Ray Equipment
- Safety Code 31. Radiation Protection in Computed Tomography Installations
- Safety Code 32. Safety Requirements and Guidance for Analytical X-ray Equipment
- Safety Code 33. Radiation Protection in Mammography

- Safety Code 6. Limits of Human Exposure to Radiofrequency Electromagnetic Fields in the Frequency Range from 3kHz to 300 GHz
- Safety Requirements and Guidance for Analytical X-Ray Equipment - Safety Code 32
- Sanitation and Environmental Health Manual for CHR's
- Sanitation Code for Canada's Food Service Industry
- School Health Curriculum
- Seniors Guide to Federal Programs and Services
- Ship's Nurse Manual
- South Zone Field Administrative Manual (Manitoba Region)
- Stability Testing of new Drug Substances and Products (ICH)
- Staphylococcal Phage Typing of Staphylococcal Microorganisms
- Statement on Hepatitis A Vaccines for Travelers- (CCDR 2001; 27: 3-12)
- Statement on High-Altitude Illnesses - (CCDR 1998; 24: 1-9)
- Statement on Japanese Encephalitis Vaccine - (CCDR 1998; 24: 1-4)
- Statement on Meningococcal Vaccination for Travellers - (CCDR 1999; 25: 1-6)
- Statement on Motion Sickness
- Statement on Oral Cholera Vaccination - (CCDR 1998; 24: 1-3)
- Statement on Overseas Travelers and Typhoid - (CCDR 1994; 20: 61-63)
- Statement on Poliomyelitis Vaccination for International Travelers - (CCDR 1995; 21: 145-148)
- Statement on Travellers and HIV/AIDS - (CCDR 1994; 20: 147-149)
- Statement on Travelers and Rabies Vaccine - (CCDR 1994; 20: 201-204)
- Statement on Travelers and Sexually Transmitted Diseases - (CCDR 1994; 20: 204-208
- Statement on Travelers' Diarrhoea - (CCDR 2001; 27 (ACS-3): 1-12)
- Stress Management Manual
- Studies in Support of Special Populations: Geriatrics (ICH)
- SVS Guide
- Terms and Conditions for Grants to National Voluntary Health and Social Service Organizations
- The Assessment of Mutagenicity Health Protection Branch Mutagenicity Guidelines
- The Lot by Lot Testing and Release Programme
- The Risk and Prevention of Tuberculosis Travellers - (CCDR 1997; 1-8)
- The Safe Living Guide: A Guide to Home Safety for Seniors
- The use of opioids in the management of opioid dependence
- Toxicological Evaluation
- Traditional Herbal Medicines
- Training Manuals (Course material) - Work planning & Budgeting - Travel - Lotus Notes Basic Training
- Transfer Payment Procedures Manual
- Travel Medicine Recommendation: Dengue Fever & International Travel - (CCDR 1996; 22: 25-28)
- Travel Statement on Jet Lag - (CCDR 1995; 21: 148-151)
- Tuberculosis Manual
- Tuberculosis Screening and the International Traveller - (CCDR 1996; 22: 149-154)
- Utilization of Continuous Cell Lines in the Manufacture of Biologics
- Viral, Rickettsial, Chlamydial, Mycoplasma Reagents
- Working Actively Together: Canada's Blueprint Toward Active Living in the Workplace
- X-ray equipment in medical diagnostic part a: recommended safety procedures for installation and use - Safety Code 20A

Additional Information

Please see the Introduction to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Enquiries for General Information about Health Canada and its function may be directed to:

Health Canada
General Inquiries
Address Locator 0900C2
Ottawa, Ontario K1A 0K9

Telephone: 613-957-2991
Toll free: 1-866-225-0709
TTY: 1-800-267-1245
Facsimile: 613-941-5366

Reading Room

In accordance with the Access to Information Act, the departmental libraries in Ottawa have been designated as public reading rooms.

Access to Information and Privacy Centre
1010 Somerset Street West, Room B160
Ottawa, Ontario

Telephone: 613-946-9268

Banting Library
251 Sir Frederick Banting Driveway
Room C-202, Address Locator: 2202G
Ottawa, Ontario K1A 0K9

Telephone: 613-957-1022

Colonnade Library Kiosk
130 Colonnade Road, Room 300B
Address Locator: 6503B
Ottawa, Ontario K1A 0K9

Telephone: 613-957-8383

Drug Library
101 Tunney's Pasture Driveway, Room 103
Address Locator: 0201B1
Ottawa, Ontario K1A 0K9

Telephone: 613-954-8669

HECS Library
269 Laurier Ave West, Room 4-016
Address Locator: 4904E
Ottawa, Ontario K1A 0K9

Telephone: 613-957-1725

Health Canada Departmental Library
Jeanne Mance Bldg.
200 Eglantine Driveway, Room 201
Ottawa, Ontario K1A 0K9

Telephone: 613-957-1545

The Product Safety Library
1800 Walkley Road, Room 287
Address Locator: 6402A1
Ottawa, Ontario K1A 0K9

Telephone: 613-952-5198

Public Health Library
Ground Floor
100 Eglantine Driveway
Address Locator: 0601C
Ottawa, Ontario K1A 0K9

Telephone: 613-957-1362

Radiation Protection Library
775 Brookfield Road, Room 223
Address Locator: 6302B1
Ottawa, Ontario K1A 0K9

Telephone: 613-941-8911

Historic Sites and Monuments Board of Canada

Chapter 82

General Information

Background

The Historic Sites and Monuments Board of Canada grew out of the interplay of disparate elements of public opinion concerned with heritage preservation and government policy before the First World War. A growing heritage movement encouraged the government to preserve and develop sites with important historical associations. At the same time, the government was looking to extend its national parks system from the west into the east and the idea of creating historic parks around significant historic structures was conceived. The War delayed the introduction of a government program to identify and preserve Canadian heritage; however, in 1919, James B. Harkin, the Commissioner of Dominion Parks, suggested that "An Advisory Board for Historic Site Preservation" be established, and the Historic Sites and Monuments Board of Canada was born.

The Board was given a statutory base for its operations through the Historic Sites and Monuments Act of 1953.

Responsibilities

The Historic Sites and Monuments Board of Canada has the statutory responsibility to advise the Minister of Canadian Heritage and, through him or her, Parks Canada on the commemoration of nationally significant aspects of Canada's past, including the designation of national historic sites. When forwarding a positive recommendation to the Minister, the Board will also advise with respect to an appropriate level of Program involvement with the subject of commemoration – that is, by the erection of a bilingual bronze plaque, by entering into a cost-sharing agreement with a third party in order to preserve or interpret a site, or, more rarely, when resources are of exceptional quality or rarity and associated with themes of particular significance, by acquisition and development as a national historic site.

The Board also advises the Minister on the designation of heritage railway stations and other matters relating to the implementation of the Heritage Railway Stations Protection Act.

Normally, the Board meets in plenary two times a year to consider submissions from the general public, heritage organizations, provincial and municipal governments, and others regarding matters of possible national significance. The various committees which it has established to expedite its work, such as the Cultural Communities Committee, the Built Environment Committee and the Inscriptions Committee, meet as required.

Legislation

The following statutes provide for the operation of the Historic Sites and Monuments Board of Canada:

- Heritage Railway Stations Protection Act
- Historic Sites and Monuments Act

Organization

At full strength the Historic Sites and Monuments Board of Canada has 19 members: two members from the provinces of Ontario and Quebec and one member from each of the other provinces and the three territories. The National Archivist and representatives of the Canadian Museum of Civilization and of the Department of Canadian Heritage also sit on the Board. The Director General of Parks Canada's National Historic Sites Directorate is the Secretary to the Board.

Provincial and territorial members of the Board are appointed by Order in Council (normally for three or five years). They must be resident in the province or territory that they represent, serve on a part-time basis, and are eligible for reappointment. The Chairperson is appointed by the Governor-in-Council from among the members of the Board.

Located in Gatineau, Quebec the Historic Sites and Monuments Board of Canada Secretariat, provides administrative support to the Board.

Information Holdings

Program Records

Historic Sites Minutes
Description: Information relating to the deliberations and the activities of the Historic Sites and Monuments Board of Canada.
Topics: Board Minutes – the record of the Board's deliberations and those of its Committees since its inception; Board policies, criteria and operational guidelines; research papers and studies – prepared to assist the Board in its deliberations; narrative agendas; heritage railway station reports, heritage character statements for heritage railway stations; plaque inscriptions; correspondence relating to current Board submissions; correspondence relating to Board meetings and agendas and general correspondence.
Program Record Number: HSM HSM 005

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Accounts and Accounting

Access to Information and Privacy Requests

Administration and Management Services

Audits

Budgets

Finance

Furniture and Furnishings

Hospitality

Human Resources

Information Technology Services

Pensions and Insurance

Personnel

Procurement

Salaries and Wages

Training and Development

Travel

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Hospitality

Travel

Manuals

- Plaque Manual

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

Requests for further information about the Board and its activities may be directed to:

Secretariat
Historic Sites and Monuments Board of Canada
25 Eddy Street, 5th Floor
Gatineau, Quebec K1A 0M5

Telephone: 819-997-4059
Facsimile: 819-953-4909
E-mail: hsmbc-clmhc@pc.gc.ca
Internet: www.pc.gc.ca/clmhc-hsmbc

Reading Room

Secretariat
Historic Sites and Monuments Board of Canada
25 Eddy Street, 5th Floor
Gatineau, Quebec

Human Resources and Social Development Canada

Chapter 83

General Information

Background

Human Resources and Social Development Canada (HRSDC)

The Department of Human Resources and Social Development Canada (HRSDC) was created on February 6, 2006 through the merger of Social Development Canada and Human Resources and Skills Development Canada. HRSDC includes the Service Canada intiative. The Government of Canada announced the creation of Service Canada in its February 2005 Budget as the focal point for Canadians to receive all of their government programs and services. The implementation of Service Canada will take place over a three-year period. The HRSDC Info Source chapter has been divided into two sections: Human Resources and Social Development Canada, and Service Canada, to reflect this new structure.

Responsibilities

Human Resources and Social Development Canada (HRSDC)

Human Resources and Social Development Canada (HRSDC) is the focal point for social policies and programs in Canada, providing Canadians with the tools they need to thrive and prosper in the workplace and community. The Department is responsible for strengthening Canada's social foundations by fostering the welfare of citizens, families and communities, as well as their participation in society through policies, programs and services focused on citizens.

Children and families

In partnership with the provinces and territories, HRSDC provides support to children and families through initiatives such as the National Child Benefit and Canada's Universal Child Care Plan. It also assists research through the National Longitudinal Survey of Children and Youth.

Communities

HRSDC seeks to improve the welfare of Canadians in their communities. This includes activities for children and families, including Understanding the Early Years, and for seniors through the New Horizons program. It also supports the efforts of the social economy, the volunteer and community sector, and other community efforts that help combat poverty and improve the quality of life in communities. HRSDC also provides federal-level management for labour and homelessness issues.

Workers (with and without jobs)

HRSDC supports human capital development by helping Canadians prepare for re-entry into the labour market and for finding and keeping work, fostering a work environment that is fair, safe, cooperative and productive, and encouraging lifelong learning. In this regard, the Department oversees Employment Insurance, as well as Labour Market programs, Lifelong Learning, the Youth Employment Strategy, Aboriginal Human Resources Development agreements, Sector Councils, and the Workplace Skills Strategy.

Disabled persons

HRSDC directly supports equal inclusion of Canadians with disabilities in the community, workplace and schools through the Canada Pension Plan Disability Program, the disability benefit paid to children whose parents receive the CPP disability benefit and the Office for Disability Issues. In addition, the Department contributes to the Opportunities Fund for Persons with Disabilities, to initiatives under the Labour Market Agreements for Persons with Disabilities, the disability component of the Social Development Partnerships Program and the Community Inclusion Initiative.

Seniors and public pensions

Human Resources and Social Development Canada is the focal point for the Government of Canada on seniors. In this regard, it works with several partners, including other departments, other jurisdictions, stakeholders and interested parties in order to ensure that their needs and opportunities, as well as those of future generations of seniors, are taken into

consideration. The Department is also responsible for public pensions, Canada Pension Plan benefits and the Old Age Security including the Guaranteed Income Supplement, all of which are essential to ensuring economic security for Canada's seniors.

Service Canada

Service Canada is responsible for providing Canadians with more convenient, higher-quality services in the delivery of social benefits and other related programs. It provides Canadians with one-stop, citizen-centered access to government programs and services through multiple channels – by telephone, through the Internet, in person or by mail. Its services are made accessible in rural or remote communities through more than 300 service centers, as well as 128 outreach and mobile services.

Service Canada is also committed to realizing established cost savings over the next five years, through improvements in business processes, not reducing services for Canadians.

Service Canada is partnering with a number of departments, agencies, other levels of government, and service delivery partners at the community level to improve service.

Specific programs and services supported by Service Canada include: For all Canadians – Social Insurance Numbers, passport applications, pleasure craft licenses; For Youth, working-age adults and families – Employment Insurance, the Universal Child Care Benefit, Student Loans; For Seniors – the Canada Pension Plan, Old Age Security, Guaranteed Income Supplement; and For Persons with Disabilities – Canada Pension Plan, disability benefits.

Legislation

Human Resources and Social Development Canada (HRSDC)

- Budget Implementation Act
- Canada Labour Code, Parts I, II, and III
- Canada Pension Plan – Part II and III
- Canada Student Financial Assistance Act
- Canada Student Loans Act
- CES Grant Regulations
- Canadian Centre for Occupational Health and Safety Act
- Department of Human Resources Development Act
- Employment Equity Act
- Employment Insurance Act
- Fair Wages and Hours of Labour Act
- Federal-Provincial Fiscal Arrangements Act
- Government Annuities Act
- Government Annuities Improvement Act
- Government Employees Compensation Act
- Hazardous Materials Information Review Act
- Hudson Bay Mining and Smelting Co., Limited Act
- Labour Adjustment Benefits Act
- Merchant Seamen Compensation Act
- Non-smokers' Health Act
- Old Age Security Act
- Social Development Canada Act
- Status of the Artist Act (Part II)
- Unemployment Assistance Act
- Wages Liability Act

Service Canada

- Budget Implementation Act
- Canada Pension Plan
- Employment Equity Act
- Employment Insurance Act
- Human Rights Act
- Old Age Security Act
- Unemployment Assistance Act

Organization

Human Resources and Social Development Canada (HRSDC)

Comptroller

The Office of the Comptroller provides strategic financial advice and financial management services to the Department. This includes assisting the Department to secure and manage financial resources, providing analysis, advice on resource allocation and management, and ensuring

accurate, timely financial information for corporate planning and reporting for both internal and external purposes.

Employment Programs Policy and Design (EPPD)

The EPPD Branch ensures the relevance and coherence of HRSDC's employment programs and services by delivering integrated labour market related program policy research, analysis, program development and design. EPPD works to ensure labour market programming is coherent, comprehensive and flexible. Through partnerships with other program policy branches, EPPD devises policies that foster innovative, efficient and effective income supports and labour market programs designed to enable Canadians to participate fully in the labour market and have the skills to find and keep work. EPPD articulates its mandate through a combination of active and passive employment measures under Parts I and II of the Employment Insurance Act, targeted employment strategies and the development of federal-provincial / territorial frameworks and labour market agreements. As part of its work to improve labour market outcomes, EPPD touches the lives of many Canadians, including the unemployed, underemployed and workers at risk of losing their employment as well as segments of the population overcoming barriers to employment.

Aboriginal Affairs Directorate (EPPD)

The Aboriginal Affairs Directorate is responsible for providing support to the Minister of HRSDC on Aboriginal policy and program related issues. This support includes the lead on policy and program design for the Aboriginal Human Resources Development Strategy (AHRDS) and is often a shared responsibility with the Aboriginal Peoples Directorate of Service Canada. This includes the responsibility to lead the AHRDS in partnership with Aboriginal people and other stakeholders. The AHRDS is a $1.6B five year initiative (2004-2009) supporting Aboriginal organizations in the design and delivery of Aboriginal skills and employment programming in their communities. Additional responsibilities include enhancing Aboriginal participation in large scale economic development initiatives under the Aboriginal Skills and Employment Partnership (ASEP) initiative – a four year $85M initiative, and providing employment support through the First Nations and Inuit Child Care Initiative and participating, with Health Canada and Indian and Northern Affairs Canada, in the development of an integrated and coordinated Early Childhood Development Program. Other ongoing responsibilities include effective positioning of HRSDC's Aboriginal skills development, workplace and employment issues across the Department and the Government of Canada, through initiatives such as the Northern Strategy and the federal Contaminated Sites initiative.

Active Employment Measures (AEM) Directorate (EPPD)

AEM Directorate is responsible for leading program policy development for employment measures for Canadians to support inclusive, effective and efficient labour markets and a highly skilled workforce. Ongoing responsibilities include responding to evolving labour market needs through ongoing development of EI Part II employment program policy and program design; leading the Youth Employment Strategy with 12 other federal departments; developing programs and strategies for groups facing barriers in the labour market such as displaced older workers; and, serving as HRSDC's international representative to the Organization for Economic Co-operation and Development, Local Economic and Employment Development program. The Directorate is also responsible for overseeing the implementation of Government of Canada Action Plan For Official Languages as it pertains to Part VII of the Official Languages Act, supporting the vitality of the official language minority communities.

Employment Insurance Policy (EIP) Directorate (EPPD)

EI Policy Directorate provides policy advice to the Minister and government on programs and benefits delivered under Part I of the Employment Insurance Act. The Directorate conducts program policy activities in support of current and future policy directions for Employment Insurance (EI), including monitoring and analysis of program effectiveness, development and design of program policy options, adjustment strategies/emergency measures, and pilot projects. It liaises with and provides program guidance and input to Service Canada, Operations Branch, and Strategic Policy and Planning. EI Policy Directorate is responsible for EI Part I legislative amendments and regulations. The Directorate manages the EI program micro simulation model, provides quantitative support to other branches, and

manages stakeholder relations. As well, the Directorate develops the EI Commission's annual Monitoring and Assessment Report and prepares Management Responses to recommendations from the Auditor General, Parliamentary committees, and program evaluations.

Federal, Provincial and Territorial Partnerships (EPPD)

The Federal Provincial Territorial Partnerships Directorate is responsible for leading and supporting departmental policy work related to the development and maintenance of a more integrated labour market system to address Canada's current and emerging labour market challenges in collaboration with provinces and territories (P/Ts). The Directorate will support departmental activities, including the development of negotiating positions and options to reinforce the federal government's overarching policy position on employment and integrated labour market system in Canada, related to the engagement of provinces and territories upon the conclusion of the Council of the Federation work on Skills and learning. The Directorate is also responsible for leading the negotiations with P/Ts interesting of moving from their existing co-managed labour market development agreement (LMDA) to a transfer LMDA.

The Actuarial and Geomatics Directorate (EPPD)

The Actuarial and Geomatics Directorate is responsible for providing professional actuarial and geomatic services to branches in HRSDC. The directorate has two distinct areas of responsibility. The Actuarial Unit, is accountable for providing comprehensive analysis and advice with respect to key aspects of the Employment Insurance (EI) Program such as annual premium rate setting, analysis of the EI account and Quebec Parental. The Actuarial Unit also supplies expertise for HRSDC in the insurance domain and in matters requiring mathematical and statistical evaluation. The Geomatic Unit provides an extensive range of services from paper maps to on-line mapping applications and the creation and maintenance of databases required for the delivery of HRSDC services to the Canadian public. Many of the programs and services offered by HRSDC have a geographic component and the Geomatic Unit provides the geographic analysis work needed to create and evaluate policy decisions.

The Horizontal Policy & Planning (HPP) Directorate (EPPD)

The Horizontal Policy & Planning Directorate is responsible for ensuring horizontal policy development and integration across EPPD by: contributing to the smooth internal functioning of the branch and external relations with partners, in particular, with Service Canada; helping to build and maintain an integrated vision and culture for EPPD that promotes excellence in policy development and program design; and leading the development of horizontal policy initiatives that require integrated approaches or fall outside the mandate of individual program policy areas. The Directorate liaises with corporate branches on all aspects of integrated business planning as well as resource management (including accommodations, financial and human resources), supports internal/external reporting and ensures the sound management of the branch's resources. This group is also responsible for leading HRSDC's efforts to develop and implement governance and accountability arrangements for new departmental and cross-cutting initiatives.

Housing and Homelessness Branch (HHB) (Formerly the National Secretariat on Homelessness Branch)

The National Homelessness Initiative (NHI) provides supports to more than sixty-one communities and develops community-based measures that assist homeless individuals and families move toward self-sufficiency

The NHI has six funding program components: The Supporting Communities Partnership Initiative (SCPI) – the centerpiece of the NHI – aims to increase availability and access to a range of services and facilities (emergency shelters, transitional/supportive housing, prevention) along the continuum from homelessness to self-sufficiency and an independent lifestyle. Projects funded by the SCPI support the priority areas identified through an inclusive community planning process. Along with providing financial support to communities, the SCPI encourages them to work in partnership with provincial/ territorial and municipal governments as well as the private and voluntary sectors to strengthen existing capacity and develop new responses to homelessness. The Regional Homelessness Fund (RHF) provides support to small and rural communities experiencing homelessness in their local areas, who frequently face capacity

challenges to respond to homelessness issues. The National Research Program (NRP) is designed to address the gaps and priorities in knowledge around issues of homelessness in Canada. The Homeless Individuals and Families Information System (HIFIS) assists communities in longer-term planning efforts and capacity building to address their local homelessness challenges by providing a network of data sharing to the development of a national database. The Urban Aboriginal Homelessness (UAH) component provides flexibility to meet the needs of the urban off-reserve homeless Aboriginal population by developing a comprehensive continuum of supports through culturally sensitive services. The Surplus Federal Real Property for Homelessness Initiative (SFRPHI) provides communities across Canada with surplus federal property at a nominal cost to community organizations, the not-for-profit sector and other levels of government for projects to alleviate and prevent homelessness. Public Works and Government Services Canada, Human Resources and Social Development Canada, and Canada Mortgage and Housing Corporation act as partners at the national and regional levels in implementing this initiative.

Human Resources and Corporate Management Branch (HRCM) (Formerly Corporate Management and Public Affairs Branch)
The branch provides HRSDC human resources services and corporate services, including Strategic Services (IM/IT and Administration), Accommodation Services, Financial Management, Linguistic Services, Security and Access to Information and Privacy.

Labour Program

Labour Program's objective is to promote a fair, safe, healthy, stable, cooperative and productive work environment that contributes to the social and economic well-being of all Canadians.

Under Parts I, II, and III of the Canada Labour Code, and the Employment Equity Act, the Program oversees industrial relations, occupational safety and health, labour standards and employment equity in the federally-regulated section (about 10 per cent) of the labour force.

The Labour Branch also administers the Federal Contractors program, which ensures that approximately 900 contractors with at least 100 resident employees, who receive contracts from the federal government worth $200,000 or more, comply with employment equity obligations equivalent to those under the Employment Equity Act.

The Federal Mediation and Conciliation Service (FMCS) helps unions and employers resolve their industrial disputes and improve their labour-management relations and also provides for grievance arbitration, unjust dismissal adjudication and wage recovery referee assistance.

The legislative mandate surrounding Occupational Health and Safety involves operations intended to promote and enforce compliance with the provisions of Part II of the Canada Labour Code and its Regulations in order to prevent accidents and injuries.

With respect to Fire Protection Services, the Labour Program delivers fire protection services in federal properties and in First Nations major public buildings and schools to ensure the protection, conservation and minimization of risks due to fire to life, property and the federal Government's financial position.

The Federal Workers' Compensation Service (FWCS) administers the Government Employees' Compensation Act (GECA), the Merchant Seamen Compensation Act (MSCA), the Public Service Income Benefit Plan for Survivors of Employees Slain on Duty, and the compensation for death and disability in accordance with the Corrections and Conditional Release Regulations (CCRR).

With respect to Labour Standards and Workplace Equity, this activity establishes and protects employees' rights to fair and equitable conditions of employment. The operations are intended to promote and enforce compliance with the provisions of Part III of the Canada Labour Code and the Fair Wages and Hours of Labour Act and their regulations, and the Employment Equity Act and regulations.

The Workplace Information Directorate (WID) tracks, analyzes and disseminates a vast array of information on industrial relations and collective bargaining in Canada. WID houses the most comprehensive, multi-jurisdictional collective agreements library in Canada (approximately 6,000 current collective agreements) and regularly monitors major contract talks, those covering 500 or more employees. WID produces the Workplace Bulletin, a free of charge publication produced b-monthly. In addition to the information on wage adjustments, work stoppages, labour organizations and innovative workplace practices in Canada available directly from the website, you can also

access Negotech, a free on-line databank allowing users to conduct searches and download of full text collective agreements and summary reports.

The Labour Program is also responsible for Canadian participation in the International Labour Organization and for the implementation of international labour cooperation agreements with the United States of America, Mexico, Chile Costa Rica and the Memorandum of Understanding on Labour Matters with Brazil, as well as ongoing participation in the Summit of the Americas and Free Trade Area of the Americas initiatives and the Inter-American Conference of Ministers of Labour.

Learning Branch

Formerly part of the Human Investment Programs Branch, Learning Branch brings together nationally delivered programs that enable our targeted clientele and communities to learn, acquire skills and participate fully in civic, social and economic life. The Learning Branch delivers its programs and services through the following four directorates:

Adult Learning, Literacy and Essential Skills Program (Formerly Learning and Literacy) National Literacy Program, the Office of Learning Technologies and the Learning Initiatives Program have been integrated into a single cohesive program, the Adult Learning, Literacy and Essential Skills Program (ALLESP), effective April 1, 2006. The new program provides a better targeted, more focussed approach with greater capacity. The key objectives of the ALLESP are to promote lifelong learning by reducing non-financial barriers to adult learning, to facilitate the creation of opportunities for Canadians to acquire the learning, literacy and essential skills they need to participate in a knowledge-based economy and society.

The Education Savings Incentives (ESI) Pan-Canadian Community Outreach will offer a range of information and services to lower - and middle - income individuals and families about the enhanced Canada Education Savings Grant (CESG), the Canada Learning Bond (CLB) and Alberta Centennial Education Savings Plan benefits to which they are entitled, and to raise families' awareness of the advantages of saving early for their children's post-secondary education.

The International Academic Mobility Initiative supports international mobility for Canadian students via the development of multilateral partnerships with post secondary institutions.

Canada Education Savings Program (CESP)

The Canada Education Savings Program's objective is to increase Canadians' awareness of the importance of saving early for their children's education, and to encourage all Canadians to save for the post-secondary education of children through Registered Education Savings Plans (RESPs).

The Canada Education Savings Program administers the Canada Education Savings Grant (CESG) and the Canada Learning Bond (CLB). The CESG and the CLB are amounts from the Government of Canada paid directly into a child's RESP.

CESP also delivers a similar program to support education savings on behalf of the province of Alberta on a cost recovery basis. The Alberta Centennial Education Savings grant is a grant from the Government of Alberta also paid directly into a child's RESP

Canada Student Loans Program (CSLP)

The Canada Student Loans Program, part of HRSDC's Learning Branch, assists full-and part-time students enrolled in designated post-secondary education institutions who demonstrate they are in need of financial assistance. The program's objective is to promote accessibility to post-secondary education and ensure that Canadians have an opportunity to develop the knowledge and skills needed to participate in the economy and society. The program also provides six non-repayable Canada Study Grants and Canada Access Grants to assist students who face particular barriers to accessing post-secondary education as well as debt management measures designed to assist borrowers in repayment of their Canada Student Loans. The CanLearn Web site at www.canlearn.ca provides a comprehensive bilingual resource for learning information, products and services.

Persons with Disabilities

Office for Disability Issues

The Office for Disability Issues (ODI) is a focal point within the Government of Canada for key partners working to promote the full participation of Canadians with disabilities in learning, working, and community life. The ODI strives to provide leadership in this area of shared responsibility. Through activities carried out with its partners, ODI contributes to the social and economic inclusion of

Canadians with disabilities by fostering coherence through improved horizontal management of federal policies and programs; building capacity in the voluntary sector through strategic investment; creating cohesive, action-oriented networks of existing and new partners; and providing knowledge on disability issues to inform policy and program development and build awareness. The ODI administers the Labour Market Agreements for Persons with Disabilities initiative, the Social Development Partnerhips Program – Disability Component, and the Opportunities Fund for Persons with Disabilities.

Opportunities Fund

The Opportunities Fund helps persons with disabilities to prepare for, obtain, and keep employment or self-employment. The program is for people with disabilities who have had little or no labour force experience and who do not normally qualify for assistance under the Employment Insurance program.

Seniors and Pensions Policy Secretariat

The Seniors and Pensions Policy Secretariat has two principal core functions: responsibility for CPP and OAS policy development (with the exception of CPP disability policy), and serving as the Government's focal point on matters related to seniors. It provides ongoing policy analysis (including CPP Disability) utilizing CPP/OAS administrative and other data sources, micro-simulation modeling, trend analysis and forecasting techniques. If each of these functions is supported by outreach and client engagement. This area is also responsible for negotiating international social security agreements and working with the Service Delivery Branch responsible for administering these agreements.

Public Affairs and Ministerial Services Branch (Formerly the Ministerial and Communication Services Branch)

The Ministerial and Communication Services Branch provides strategic direction and coordination for Branch activity and plays a lead role in offering strategic communications advice and ministerial services to HRSDC. The Branch plans, co-ordinates, and implements HRSDC activities in the areas of external and internal communications, public opinion research, promotion, information, media relations, publishing, and advertising, and ensures that information is available to the public about HRSDC policies, programs and services.

The Branch is also responsible for the administration of the Privacy and Access to Information Acts.

Briefing, Cabinet and Parliamentary Affairs ensure that the Ministers', the Minister of State's, Parliamentary Secretaries, and the Deputy Minister's offices are provided with high-quality briefing material in a timely manner. They also coordinate the ministerial briefings, announcements, Question Period, Cabinet, and trips, etc.

The Branch also plays a key role in supporting departmental committees in effective issues management.

Social Development Sectors Branch

Canada Pension Plan Disability Directorate

This directorate provides program policy guidance and interpretation for Canada Pension Plan (CPP) Disability determination at all levels; conducts research and policy analysis on issues related to CPP Disability and program clients, leading to new policies and legislation; identifies appropriate program design changes to all components of the program; develops harmonization and coordination mechanisms with other income support programs serving persons with disabilities, such as provincial income assistance, workers' compensation and long-term disability insurance; provides direction on vocational rehabilitation and return to work services; liaises with the two independent appeal authorities for CPP Disability (the Office of the Commissioner of Review Tribunals and the Pension Appeals Board); and provides medical expertise in support of the last level of appeals, with physicians providing expert medical testimony at Pension Appeals Board hearings and in Federal Court.

Community Development and Partnerships Directorate

The Community Development and Partnerships Directorate (CDPD) works to improve the well-being of Canadians by strengthening the communities in which they live. Within HRSDC, it is a center of excellence to promote and develop policy and programming to support community approaches to improving well-being. This includes policy and programming in support of seniors, children and families, and persons with disabilities. It also includes supporting the development of the

social economy, the voluntary sector, and other community-based efforts that strengthen the social and economic well-being of communities.

The Directorate also has key policy development responsibilities. It leads the Government of Canada's efforts to support the voluntary sector. This includes a Task Force on Community Investments to examine federal funding practices and make recommendation to bring greater clarity, consistency, accountability and transparency to the government's funding regime.

CDPD also leads the Government of Canada's efforts to develop a federal policy framework on the social economy, which supports community-based social and economic development in all regions of the country.

In addition to these policy development responsibilities, the Directorate manages grant and contribution funds under the various funding streams of the Social Development Partnerships Program (SDPP). Funding streams under the SDPP include Understanding the Early Years, a centrally managed, community-based, national initiative that helps give Canadian children the best possible start in life; early learning and child care, social inclusion, the voluntary sector strategy and official language minority communities.

CDPD also manages the New Horizons for Seniors Program, a regionally delivered funding program that provides support for seniors to participate in social activities, contribute to their community and work with the voluntary sector to raise awareness and encourage a policy dialogue on key issues.

The Directorate also facilitates the exchange of information between provincial/territorial adoption authorities and foreign countries on International Adoption issues.

Priority Initiatives

The Directorate co-ordinates the department's interests in: the 2010 Olympics and Paralympics Winter Games, Official Languages, the Service Canada Initiative Implementation. Regarding the 2010 Winter Games, the Directorate ensures the development of strategic policy advice, plans and initiatives to support the social and economic development objectives of the federal Olympics and Paralympics policy agenda and to deliver on 2010 Olympic bid commitments and Multi-Party agreements signed in Canada.

On Official Languages, the Directorate is the home of the Human Resources and Social Development Canada's Official Language Champion. The Champion's role is to integrate Official Languages in the Department's business lines and day to day activities, and, to create a workplace conducive to the use of both English and French languages. In this context, the Champion is particularly focusing on: 1) Human Resources and Social Development Canada's internal work environment and the active application of laws and policies; 2) our Government of Canada contribution to work being done by a community of federal champions; and 3) the way in which the Department engages minority language communities across Canada in the Human Resources and Social Development Canada's policy development work. The Champion also participates in the Network of Official Languages Champions and supports the work of the DM Committee on Official Languages.

The Directorate is the focal point for the negotiation and implementation of associated bilateral and trilateral MOUs, involving the former Social Development Canada, Service Canada and Human Resources and Social Development Canada; provides progress reports emanating from bilateral and trilateral agreements and reports to the Treasury Board of Canada Secretariat and to other partners as required.

Strategic Integration and Regional Relations Directorate

The Directorate is responsible for the horizontal coordination of policy integration, issue analysis and events management across the Branch. It also provides program policy and design expertise in support of the Branch's grants and contributions programs. In addition, the Directorate manages Branch activities in the areas of business planning, risk management, results measurement, performance reporting and audit and evaluation coordination. Finally, it is responsible for the development of options for HRSDC's regional presence.

Strategic Analysis, Audit and Evaluation Branch (Formerly Policy and Strategic Direction Branch)

Strategic Analysis, Audit and Evaluation Branch supports the Department-wide leadership on the creation and sharing of knowledge by providing a focal point for knowledge planning and knowledge management, policy research, evaluation, strategic reporting, monitoring and forecasting, and data development activities. It has broad

responsibility for developing and maintaining statistical information banks, which may be used for research, evaluation, and policy and program analysis, in support of various departmental programs and services. It also houses on administrative grounds the Department's Internal Audit function.

Strategic Policy Branch (Formerly the Strategic Policy and Planning Branch)

Strategic Policy and Planning has broad responsibility for developing and maintaining statistical information banks which may be used for research, evaluation, policy and program analysis, and development in support of various departmental programs and services. This group is also responsible for Intergovernmental Relations and International Affairs.

Strategic Policy Branch – Children and Families (Formerly Policy and Strategic Direction Branch)

Social Policy Branch has broad responsibility for developing and maintaining statistical information banks, which may be used for research, evaluation, policy and program analysis, and development in support of various departmental programs and services. This group is also responsible for Intergovernmental Relations and International Affairs

Workplace Skills Branch (Formerly the Workplace and Skills Branch)

The Workplace Skills Branch was created in January 2004 to help enhance the competitiveness of Canadian workplaces by focusing on skills investments made by employers and workers. This Branch administers programs and services in support of a number of Human Resources and Social Development Canada's priority action areas, particularly those related to Sector Councils, Apprenticeship and the skilled trades, Labour Mobility, Foreign Credential Recognition and utilization, Essential Skills, and the development of skills and labour market information.

Service Canada

Business Integration Branch (BIB)

The Business Integration Branch was established to act as the overall "integrator" for the successful implementation of Service Canada. In this capacity, the Branch will: promote the Service Canada vision and mission and enhance its ability to achieve its goals and outcomes; establish strong collaborative working relationships within Service Canada and the service to Canadians; and assist in implementing a citizen centered, "one-stop", government-wide service delivery organization called Service Canada.

The Business Integration Branch is responsible for developing and maintaining the overall Service Canada business model and for ensuring the integrity of the on-going design and implementation of the business model; for acting as the transformation business integrator to ensure that the scope and implementation strategies for the transformation initiatives in the Service Canada business plan are coordinated and will achieve the results expected; for establishing the mechanisms for monitoring and reporting on the progress in implementing the various Service Canada initiatives; for managing key initiatives and projects; and for providing support to Service Canada senior management in promoting and reporting on Service Canada achievements.

The Citizen and Community Service Branch (CCSB)

The mandate of the Citizen and Community Service Branch (CCSB) is to transform service delivery by improving access, responsiveness and citizen satisfaction through innovative and collaborative service approaches. We support Service Canada's service transformation by delivering on the Client Community approach, namely: identifying key client communities (such as Aboriginal Peoples, Newcomers to Canada, Families, Persons with Disabilities, Seniors, Workers and Employers, and Youth); developing service strategies; improving and developing new service offerings; building research capacity to stay on top of evolving client needs; and implementing a new approach to engage with each client community through client advisory groups and the Voluntary Sector.

A description of each Citizen and Community Service Directorate follows:

Aboriginal Peoples Directorate (CCSB)

The Aboriginal Peoples Directorate is responsible for the management and implementation of the Aboriginal Peoples and Communities Strategy (APCS), which includes the Aboriginal Human Resources Development Agreements (AHRDAs) and provides direction and support to regions on Aboriginal issues.

Through the Aboriginal Peoples and Communities Strategy (APCS), the Aboriginal Peoples Directorate is committed to providing more comprehensive and equitable access to government services, customized to benefit Aboriginal people.

AHRDAs encompass key initiatives for Aboriginal peoples, including programs for Aboriginal youth, urban Aboriginals, persons with disabilities, and First Nations and Inuit Child Care. These programs are community-driven and give Aboriginal people the authority and the resources they need to address local challenges.

Community Service Partnership (CCSB)

The Community Service Partnership Directorate is responsible for supporting community engagement strategies and related consultations, as well as direct relations with voluntary sector and community partners, in order to seek service partner views and keep delivery partners informed. It is also responsible for assisting service partners by providing them increased access to the Branch in order for them to work collaboratively on areas of joint interest. It provides indirect support to the community-based service delivery network through liaison and outreach. The Directorate is also responsible for national initiatives to develop best practices for community-based service delivery models and promotes their use in delivering client-centered services at the community level.

The Office for Official Language Minority Communities (OLMC) Initiatives forms part of the Community Service Partnership Directorate under the Citizen and Community Service Branch, within Service Canada.

Within the Directorate, the OLMC Initiatives is responsible for managing OLMC contribution agreements for the organization under the Enabling Fund. This fund was set up to ensure longer term horizontal support for the work of community capacity building in the areas of human resources development and economic development of linguistic minority communities. In addition, the Office is responsible for coordinating organizational activities in respect to Office for OLMC Initiatives, submitting to Parliament Status Reports and to the Privy Council Office on the progress and results of the implementation of the Action Plan for Official Languages for Service Canada; represents Service Canada within inter-ministerial initiatives fostering Office for OLMCs; and provides direction and support to the regions for OLMC.

The Office is also responsible for the development and implementation of a new service strategy targeting citizens that are part of Office for Official Language Minority Communities (OLMC) and their communities as a specific client segment to address issues pertinent to these groups and to enhance in person services offered to members of linguistic minorities.

Emerging Segments (CCSB)

The Emerging Segments unit of Citizen and Community Services Branch is responsible for undertaking analysis of service delivery needs for client segments which are emerging or for which no client segment has yet been developed, and for developing full or partial segment strategies for those segments. These strategies would aim to transform government services to these clients in a client-centric manner in partnership with other government departments and stakeholders. A principal initial focus of this area will be services for newcomers to Canada.

Families (CCSB)

The Families Service Segment is responsible for service delivery strategies to bundle government services and work with other government departments and other levels of government to improve services to families.

Horizontal Service Offerings & Coordination (CCSB)

The Horizontal Service Offerings and Coordination Directorate is responsible for managing National Headquarters/Regional accountability arrangements, ensuring client needs are being met in the design of service delivery, the automation of business processes and the development of cross-cutting operational policies and procedures; monitoring operational performance, and strengthening a focus on results for individuals being served.

The Horizontal Service Offerings and Coordination Directorate is also responsible for leading the development and maintenance of service offering methods and horizontal projects, leading the development and delivery of service delivery tools for all channels, ensuring a consistent approach in the development of segment strategies and ensuring consistency in the implementation of service offerings among client segments. Other

responsibilities include the management of the Innovation Centre, liaison with key stakeholders and partners for the development and costing of service offerings that are horizontal in nature. New horizontal service offerings include reception of Passport applications for Passport Canada and issuance of Pleasure Craft Licenses on behalf of Transport Canada. Ongoing responsibilities include identifying and managing cross segment functions and common business/technology processes and tools, performing quality control to ensure a consistent service experience across channels and the development of standardized results-based delivery processes.

Services for People with Disabilities (CCSB)

The Services for People with Disabilities Segment works to ensure Canadians with disabilities have enhanced accessibility to information and services. This work is achieved by increasing awareness of the government programs and services available to people with disabilities, and by working across the department to continually improve service to this community. Building on feedback and advice from staff and clients, the Directorate works with other federal departments, other levels of government and local and national community groups to ensure people with disabilities can easily access the information and services they require through their preferred method.

Seniors (CCSB)

The Seniors Service Segment serves as a focal point on matters related to seniors. Initially services related to the payment of Canada Pension Plan benefits and Old Age Security Program benefits are the principal area of focus. Work with a broad range of partners including other government departments, others levels of government, stakeholders and other interested partners will ensure that the needs of seniors are reflected in the services offered.

Research, Policy and Performance Measurement (CCSB)

The Research, Policy and Performance Measurement Directorate is responsible for research and analysis to support the development and refinement of service strategies and service offerings, for development of service policies and standards, for performance measurement in support of both new service strategies/offerings and on-going employment programs and for Labor Market Development Agreements with provinces as well as international projects.

The Research and Analysis Unit conducts citizen and community research and analysis to better understand Service Canada's clients and potential clients with respect to their needs, expectations, behaviours, demographics and channel usage patterns, with view to continually improving new services and service delivery approaches to meet their needs.

The Service Policy Unit is responsible for the planning and development of policies to enhance Service Canada's citizen-centric approach to service delivery.

The Performance Measurement and Reporting Unit is focused on the development and management of an integrated accountability regime and the co-ordination of the Branch reporting processes. Its primary role is performance measurement and reporting of program and service delivery outcomes so that executives can "manage by results".

Strategic Management Services (CCSB)

The Strategic Management Services Division is responsible for a range of internal business services in support of CCSB and Service Canada, including finance, human resources, resource management, executive secretariat support, administrative and accommodation support, change management, internal communications, corporate planning and administrative programs.

Briefing Unit (CCSB)

The Briefing Unit manages the Branch's correspondence and briefing services for the ADM, the Deputy Head and the Minister and coordinates the analysis of information and CCSB's Intranet presence. These are either delivered directly or in partnership with the corporate functional branches.

Workers and Employers (CCSB)

The Workers and Employers Service Segment is responsible to assist individual citizens, employers and communities through the provision of programs, benefits, services and information related to employment, the workplace and matching labour supply with demand in Canada. The Workers and Employers Client Segment is responsible for the delivery of the Work Sharing Program, the Employment Benefits and Support Measures, and Employment Services such as Job Bank, Job Search, and Job Match services,

Job alert, the new Apprentice Incentive Grant, career planning, and it also administers several workplace and employment related programs on behalf of other federal departments such as the Canadian Agricultural Skills Service program for Agriculture and Agri-Food Canada. The Workers and Employers Service Segment is responsible for ongoing management of devolved and co-managed agreements with provinces and territories and international projects related to labour market issues, including the World Association of Public Employment Services.

Youth Service (CCSB)

The Youth Service Segment is responsible for the development and implementation of the Youth Employment Strategy (YES); provides direction and support to regions on Youth issues. The Youth Service Segment's mission is to support and implement: the Government of Canada's YES.

Delivered in partnership with 13 other federal government departments, YES programs target youth, particularly youth facing barriers to employment, to ensure they have the knowledge, skills and work experience they need to succeed in today's highly skilled labour market. The Youth Service Segment is the coordination point for the 13 Government of Canada departments delivering youth programs. As well, it provides direction to Regions to support the delivery of YES programs through partnerships with public and not for profit community organizations, and manages and administers youth projects that are national in scope.

Integrity Services Branch (ISB)

The Integrity Services Branch is responsible for enhancing and strengthening the integrity of the over $70B in benefits delivered to Canadians by Service Canada.

Integrity Services Branch functions include implementing an enterprise-wide Operational Risk Management approach; activities to prevent, deter and detect abuse and fraud against the Employment Insurance (EI), Canada Pension Plan (CPP) and Old Age Security (OAS) programs; and managing program integrity risk responses at the regional and national levels. In addition, the branch performs the Service Canada Identity Management function, including initiatives to implement Social Insurance Number (SIN)/Social Insurance Register (SIR) as the foundation for a safe and secure common identifier, develop a "Service Pass" and registration and authentication strategy, and negotiates agreements with provinces and territories on vital events information sharing.

The Branch is comprised of the following five Directorates:

Identity Management Service Directorate (ISB)

The Identity Management Service (IMS) is responsible for the Social Insurance Number (SIN) and Social Insurance Register (SIR). IMS is responsible for procedures related to the processing of SIN applications and the management and integrity of the SIR.

Integrity Operations Directorate (ISB)

The Integrity Operations Directorate is responsible for preventing, detecting and deterring fraud and abuse of Service Canada programs by providing advice and guidance to investigative staff.

Operational Policy Directorate (ISB)

The Operation Policy Directorate provides strategic operational policy advice to Integrity Services; develops and maintains operational policies on privacy, risk management, registration and authentication and identity management; develops frameworks to support the negotiation of Federal/Provincial/Territorial Vital Events Memoranda of Understanding (MOUs) (including financial arrangements) and Social Insurance Register access agreements. Prepare briefing notes, presentations, reports, studies, frameworks, models and policy papers to communicate strategic operational advice for Integrity Services Branch.

Registration and Authentication Directorate (ISB)

The Registration and Authentication Directorate is responsible for the development, implementation and operation of a multi-channel Registration and Authentication service as a key enabler to facilitate client relationship management and allow cross-service access between Service Canada service offerings for individuals, businesses/ employers and third parties. To achieve this goal, the Registration and Authentication Directorate is establishing a consistent identity validation process to ensure that the "right" client can access personalized services and information, available through the different service channels. The initial focus has been on support for online services to individuals for programs authorized to use the

Social Insurance Number, starting with Canada Pension Plan (CPP), Employment Insurance (EI) and Old Age Security (OAS). The Directorate is also engaged in exploratory work at the Federal and Provincial/Territorial levels of government with a view to implementing a collaborative, "Federated Model" for authentication. Under such a model, using standardized language and service delivery characteristics, client authentication performed by one organization would be honoured by the other service delivery partners with which a client wishes to interact.

Risk Analysis Directorate (ISB)

The Risk Analysis Directorate (RAD) of the Integrity Branch is engaged in re-energizing the range of integrity activities aimed at reducing errors, omissions, fraud and abuse across the benefits and services delivered by Service Canada. In assessing the range and effectiveness of current integrity activities, additional tools will be added to the Directorate toolkit, to better support a risk managed approach. Current tools will also benefit from reassessment and fine tuning. RAD is proposing the inclusion of the following new tools: business process reengineering, quality assurance reviews, pattern analysis, flagging and data analysis: including statistical analysis and trends analysis. RAD will also examine existing data matching and directed reviews/studies with the goal of improving the selection criteria and selection processes.

Internal Audit Branch (IAB)

The Internal Audit Branch is responsible to conduct reviews, assurance audits and special audits to provide independent evidence-based assurance to the Deputy Head and the Office of the Comptroller General on the state of risk management, controls and governance processes in the department. The Internal Audit Branch's services primarily focus on: the effectiveness and efficiency of Service Canada's operations; the reliability and integrity of Service Canada's financial and operational information; the safeguarding of departmental assets; and compliance with laws, regulations and contractual obligations.

Marketing and Communications Branch (MCB)

The Marketing and Communications Branch manages and implements Service Canada's marketing and communications strategy. The Branch also provides strategic and operational communications advice and support to the Minister responsible for Service Canada and to senior management throughout the organization. The Branch leads the 'branding' of Service Canada and the marketing of its programs and services to Canadians, Parliamentarians, employees, unions, and partners, in order to develop a federal presence and build knowledge and awareness of Service Canada and its service offerings. It also prepares ministerial communications strategies and manages media relations and events.

The Branch is comprised of the following two directorates:

Marketing and Communications (MCB)

The Directorate plays a vital strategic role in leading the "branding" of Service Canada and the marketing of its programs and services to Canadians, Parliamentarians, employees, unions, and partners, in order to develop a federal presence and build knowledge and awareness of Service Canada and its service offerings. In support of this, it conducts public opinion research, plans and conducts advertising initiatives and carries out ongoing promotional activities including the production and maintenance of a growing family of brochures, fact sheets, posters and similar communications products that all facilitate fulfillment of Service Canada's fundamental corporate mandate of improved services delivery for all Canadians.

Ministerial Support and Events Management (MCB)

The Directorate works closely with Corporate Affairs and Ministerial Services of the Policy, Partnerships and Corporate Affairs Branch (PPCA) in the daily Quick Response Team (QRT) meeting, whose purpose is to prepare the Minister for Question Period when the House is sitting, discuss issues that were raised in the media and to ensure appropriate follow-up. QRT's aim is to act as a virtual early warning system and to assist the department in identifying management actions that can address emerging issues proactively.

Office for Client Satisfaction (OCS)

The mandate of the Office for Client Satisfaction is to support the provision of excellence in customer service and satisfaction in the delivery of Service Canada programs and services by listening and acting on client feedback. On behalf of the Minister, the Office for Client Satisfaction acts as a neutral and autonomous body to receive, review and

act on suggestions, compliments and complaints pertaining to the service delivery of Service Canada programs and services. Moreover, the Office for Client Satisfaction is a direct source of information and referral to assist clients in accessing existing redress mechanisms within Service Canada and identifying options for substantial and long-lasting improvements in service delivery.

Operations Branch (OPS)

Created in September 2005, Operations is the largest branch of Service Canada, with close to 9,000 employees across Canada. The Branch is responsible for the annual delivery of $70B in benefits through the Employment Insurance (EI), Canada Pension Plan (CPP), Old Age Security (OAS), and other programs, as well as for the management of key Government of Canada information services such as the canada.gc.ca website and the 1 800 O-Canada line.

The backbone of the Operations Branch is an integrated service network, comprising national processing and call centre operations, and supported by an array of client-facing information services. Internally, Operations maintains a multi-channel infrastructure designed to maximize service options while reducing - or eliminating - the information demand on individual Canadians and businesses.

A description of the three Directorates within the Branch follows:

Canada Pension Plan Disability Directorate (OPS)

This Directorate provides program policy guidance and interpretation of CPP disability determination at all levels; conducts research and policy analysis on issues related to CPP disability and program clients, leading to new policies and legislations; identifies appropriate program design changes to all components of the program; develops harmonization and coordination mechanisms with other income support programs serving persons with disabilities, such as provincial income assistance, workers' compensation and long-term disability insurance; provides direction on vocational rehabilitation and return to work services; liaises with the two independent appeal authorities for CPP disability (the Office of the Commissioner of the Review Tribunals and the Pension Appeals Board); and provides medical expertise in support of the last level of appeals; with physicians providing expert medical testimony at Pension Appeals Board hearings.

E-Channel Directorate (OPS)

The mandate of the E-channel Directorate is to deliver quality service to Canadians via the Telephone and Web channels.

The Telephone Channel consists of two services: the 1-800-O-Canada call centre and the Service Canada Call Centre Network. The 1-800 O-Canada call centre provides Canadians with general program information for all Government of Canada (GoC) benefits and programs, responds to the GoC initiatives such as the Speech from the Throne and Elections, as well as providing information in times of emergency or crisis.

The Service Canada Call Centre Network of 23 call centres provides program specific information to Canadians related to Canada Pension Plan, Old Age Security, Employment Insurance and Canada Student Loan programs.

The Web Channel delivers content and applications over the Web in support of the Service Canada mandate. The Web Channel supports the Internet delivering services to Canadians and businesses and the Intranet delivering services to employees.

The Internet channel delivers this support through the Canada Site; the Service Canada site; the Consulting with Canadians portal; the GOC Newsroom; the GOC Wireless Portal and My Government Account.

The Canada Site is the primary Internet access point to information on Government of Canada programs, services and initiatives as well as providing information in times of emergency or crisis.

The Service Canada site provides information on Service Canada and allows users to apply for programs and benefits electronically.

The Intranet channel delivers its support through the Publiservice site. Publiservice is the Intranet portal for all Government of Canada employees, managing over 1M Web pages and developing horizontal on-line work tools and information sources in collaboration with service partners.

Planning, Accountability and Management Services Directorate (OPS)

Performance, Accountability and Integration Division provides an investment and benefits management function, enhance integration and alignment internally and with other branches, and develop and implement performance indicators.

Operations Support Services manages services for division and branch strategic HR, people management, training, committees and special programs and recognition, Access to Information and Privacy guidance, briefings and translation.

Financial Administration Planning and Support provides financial management and general administration support such as accommodation to the Branch, as well to provide transactional financial support to the ADM and the directorate.

Modern Management manages branch business planning and reporting processes, ensure alignment of performance management agreements, and provide inputs to departmental reports.

Policy, Partnerships and Corporate Affairs Branch (PPCA)

The Policy, Partnerships and Corporate Affairs Branch is responsible for providing corporate support for the governance of Service Canada and policy direction, as well as establishing partnerships, managing ministerial and organizational relations, developing Service Canada plans and the corporate performance management framework, and ensuring transparency to Parliament, central agencies, and other departments in reporting on performance and results.

The Branch is also responsible for the coordination of research activities, evaluation of the effectiveness in the delivery of programs, services and benefits provided to Canadians, timely and accurate management of information between Branches of Service Canada, the Deputy Head, own and partner Ministers, as well as management of requests under the Access to Information Act and the Privacy Act for program or personal information respectively.

A description of the three Directorates of the Branch follows:

Policy and Partnerships (PPCA)

The Policy and Partnerships Directorate provides advice on the strategic direction of Service Canada, on service policy and horizontal management, and develops relationships and consults with Central Agencies. The Directorate is also responsible for the strategic management, coordination, promotion and provision of partnerships development for Service Canada.

Planning and Reporting (PPCA)

The Planning and Reporting Directorate is responsible for leading the integrated, corporate planning and priority-setting processes. It is also responsible for the accurate and timely production of internal and external performance reports and outcome of corporate requirements.

The Directorate provides help and support in the corporate risk management area in facilitating the establishment of corporate risks for Service Canada, in the development of a mitigation plan and in its follow-up and adjustment during the year.

The Directorate is also responsible for evaluating the effectiveness of the delivery of programs, services and benefits provided by Service Canada to Canadians on behalf of government departments and agencies.

Corporate Affairs (PPCA)

The Corporate Affairs Directorate serves as the primary interface between branches of Service Canada, the Deputy Head, the Minister responsible for Service Canada and Ministers of partner departments.

It is responsible for developing and improving the corporate governance of Service Canada, through the strategic coordination and support of both internal Executive Committees and external Advisory Councils.

The Directorate is responsible for managing requests through the Access to Information Act and the Privacy Act for organizational or personal information, and for ensuring understanding and compliance with privacy codes and practices.

The Directorate also supports the Minister and Service Canada more broadly through the management of correspondence addressed to the Minister and Deputy Head.

Shared Services with Human Resources and Social Development (HRSDC)

Chief Financial Officer Branch (CFO)

The Chief Financial Officer Branch (CFO) is accountable for corporate financial planning and performance monitoring; sound stewardship of corporate investments; strategic procurement; corporate accounting; external and management reporting; asset management and business services for Service Canada, and Human Resources and Social Development Canada (HRSDC).

Key accountabilities include:

Service Canada Comptroller: responsible for corporate financial planning, forecasting as well as provision of strategic financial advisory services to the Service Canada National Executive group and the Regional Finance teams.

Corporate Accounting and Accountability: accountable for all financial accounting and reporting responsibilities to Parliament and Central Agencies for Service Canada and HRSDC. The group is also responsible for the development and providing expert interpretation advice on financial and administrative policies as well as carrying out Performance Tracking Directorate quality assurance reviews of grants and contributions. Other responsibilities include: risk management and internal control frameworks; certification process; delegation of authority instruments; and delivery of financial operational training.

Procurement: supports Service Canada and HRSDC on all strategic procurement for goods and services as well as information Technology assets, including Ministerial and Recorded Information. Management.

Business Services and Administration: provides "one-stop" services to Service Canada and HRSDC, this includes: the National Capital area Business Services Centres, NHQ facilities Management, Corporate Security, Investigations and Emergency Response Management, Corporate Accommodation Management and Library and Records Management

Innovation, Information and Technology (IITB)

The Innovation, Information and Technology Branch (IITB) ensures that the business of Service Canada is supported by the proper and appropriate mix of technical tools, products and applications.

The Branch promotes innovation in the management of information technology used in delivering social benefits and services to Canadians through a variety of programs.

The Branch provides computer services in four Information Technology Centres, and provides support for all desktop and network computer operations in Service Canada.

It provides the planning, procurement, architectural and engineering services needed for information technology infrastructure as it evolves.

While the IITB is part of the Service Canada organization, it also provides Information Management and Information Technology services to HRSDC.

IITB is responsible for providing strategic functions and service delivery to both Service Canada and HRSDC, including client solutions, technology services, information technology operations, regional systems and enterprise information management.

People and Culture (PCB)

The People and Culture Branch (PCB) is responsible for leading the development of the people component of Service Canada and providing strategic advice and support on a range of human resources (HR), culture, and change management issues.

PCB also provides direct HR services in the areas of staffing and classification, compensation and benefits, labor relations, and learning and wellness programs to Service Canada (22,000 employees). The same services are provided to HRSDC and Service Canada on a shared service basis, except for staffing.

Information Holdings

Program Records

Human Resources and Social Development Canada (HRSDC)

Employment Programs Policy and Design (EPPD)

Aboriginal Affairs Directorate (EPPD)

Aboriginal Human Resources Development Strategy (EPPD)

Description: Directives, policies, guidelines, correspondence, briefings, research, reports and analysis of labour market transition and income support measures to help Aboriginal Canadians; find, prepare for, maintain employment and increase the supply of quality child care services in First Nations and Inuit communities.

Topics: Program policy and design for active and passive employment measures (according to Part II of the Employment Insurance Act and the Consolidated Revenue Fund) for the Aboriginal Human Resources Development Agreements, First Nations/ Inuit Child Care Initiative (FNCCI), Aboriginal horizontal policy, Cree Regional Authority, Kativik Regional Government agreement, National Accords; labour market strategies, current

and future federal-provincial/territorial partnerships, labour market agreements, mediation/litigation, program evaluations and audits, meeting records, research, and program results.
Format: Paper and electronic.
Program Record Number: HRSDC EPPD 301

Aboriginal Skills and Employment Partnerships (EPPD)
Description: Development of national policies, strategies and guidelines in relation to the Aboriginal Skills and Employment Partnership (ASEP) Program.
Topics: Program policy, design and delivery for active employment measures (according to the Consolidated Revenue Fund) for the Voisey's Bay Initiative and Aboriginal Skills and Employment Partnerships (ASEP); Aboriginal Human Resource Development Sector Council, labour market strategies, current and future federal-provincial/ territorial partnerships, labour market agreements, program evaluations and reviews, meeting records, project assessment and monitoring, Gs&Cs files, program results, participants, employers, industry, occupations, budgets, and contracts.
Format: Paper and electronic.
Program Record Number: HRSDC EPPD 302

Active Employment Measures Directorate (EPPD)

Youth Employment Programs
Description: Information briefings and correspondence, policies and procedures, on employment programs to meet the needs of youth.
Note: Formerly HRSDC EMP 460
Topics: Development of national policies, strategies and directives related to the employment of youth, program information e.g. Skills Link, Career Focus, Summer Work Experience and Youth Awareness.
Format: Paper
Program Record Number: HRSDC EPPD 460

Actuary and Geomatic Services (EPPD)

Actuarial Services (EPPD)
Description: Policy, legislation and actuarial criteria for determining financial parameters and analyzing the experience under the Insurance and Government Annuities Programs.
Note: Formerly HRSDC INS 160
Topics: Actuarial Services policy and correspondence, operations of the Annuities Program, budgets, expenses and administration, contributions, premium deductions and benefits, cost estimates and premium revenue estimates, assessment and development of amendment proposals to the Insurance Program, statistical reports and labour force data, interface of Insurance program with guaranteed income proposals, Society of Actuaries, miscellaneous working files, public relations and special briefings, supplementary survey from Statistics Canada, Supplemental Unemployment Benefit plans, Wage Loss Registration plans, program evaluation.
Format: Paper.
Program Record Number: HRSDC EPPD 160

Geomatic Services (EPPD)
Description: Maps, databases, geographic concepts, geographic analysis, regional delineations, research, statistical and socio-economic data used to support the development and evaluation of policies.
Topics: EI economic regions, HRCC office boundaries, federal electoral districts, census geographic boundaries, postal codes, Service Canada points of service, Statistics Canada CMA and CA delineation, census handbooks & dictionaries and maps.
Format: Paper, electronic
Program Record Number: HRSDC EPPD 303

Civil Service Insurance (EPPD)
Description: Records of holders of life insurance policies issued under the Civil Service Insurance Act. Issuance of new policies was discontinued with the introduction of the Supplementary Death Benefit Plan in 1954.
Note: Formerly HRSDC INS 030
Topics: Policies in force, death claims, surrenders, and premium records.
Format: Paper, details of terminated policies on microfilm by policy number.
Program Record Number: HRSDC EPPD 030

Employment Insurance Policy Directorate (EPPD)

Briefs and Representations
Description: Information on recommendations for change in the Insurance Program and legislation.
Note: Formerly HRSDC INS 170
Topics: Views and reactions to EI legislation, briefs on amendments to programs or legislation received from interested parties.
Format: Paper.
Program Record Number: HRSDC EPPD 170

Employment Insurance Program Impact Analysis (EPPD)
Description: Information on the analysis of the effects of employment insurance on claimants, their dependants, the unemployed and the economy in general.

Note: Formerly HRSDC SPP 695 and shared with Strategic Policy Branch
Topics: Analysis of income protection for unemployed persons not receiving employment insurance benefits; studies of the extent to which the Employment Insurance Program facilitates labour market adjustments; assessment of financial hardships experienced by employment insurance benefit exhaustees; studies of the employment insurance economic stabilization effects; assessment of the utility and appropriateness of employment insurance coverage for various groups of labour force participants.
Format: Paper and electronic.
Program Record Number: HRSDC EPPD 695

Employment Insurance Program Policy Development and Analysis (EPPD)
Description: Information on the analysis and development of employment insurance policy to accommodate changing socio-economic and other influences affecting the labour market.
Note: Formerly HRSDC SPP 690 and shared with Strategic Policy Branch
Topics: Studies and projects on the assessment of the economic and labour market effects of employment insurance; consideration of the adequacy of employment insurance benefit levels in relation to such factors as family composition and size, multiple-income families and different income classes; assessment of labour market efficiencies in light of such influences as an experience rating system; examination and forecasting of employment insurance benefit expenditures and revenues; analysis of maternity benefit program; assessment of the employment benefits and support measures of employment insurance.
Format: Paper and electronics.
Program Record Number: HRSDC EPPD 690

Policy and Legislation Development (EPPD)
Description: Policies, draft legislation, correspondence related to the Insurance Program.
Note: Formerly HRSDC INS 165
Topics: Legislative reviews, procedures, information and policy papers on entitlements to benefits, eligibility for sickness, maternity and parental benefits, entitlement to benefits, payments in certain types of cases such as self-employed fishers, teachers, deceased or incapacitated claimants, monies considered as earnings for benefit purposes, payment of benefits to persons undertaking approved training or involved in job creation or work-sharing programs, coverage and insurability of employed workers.
Format: Paper, electronic historical date, computer disk.
Program Record Number: HRSDC EPPD 165

Employment Programs Policy and Design (EPPD)
Description: Directives, policies, guidelines, correspondence, briefings, reports and analysis of labour market transitions and income support measures to help Canadians obtain the skills needed to fully participate in the labour market.
Topics: Program policy and design for active and passive employment measures (according to Part I and II of the Employment Insurance Act and the Consolidated Revenue Fund), labour market strategies, current and future federal-provincial/territorial frameworks, labour market agreements, including program and policy design targeting unemployed and under-employed Canadians, as well as segments of the population overcoming barriers to employment.
Format: Paper and electronic.
Program Record Number: HRSDC EPPD 005

Government Annuities (EPPD)
Description: Information on the administration of Canadian government annuities contracts and systems supporting administration of the Canadian Government Annuities program.
Note: Formerly HRSDC INS 545
Topics: Correspondence on legislative and regulatory proposals, operational procedures, status reports, produces payments T-4 slips for annuity contracts in payment, related financial, actuarial and administrative reports; data bank for contracts not yet in payment – includes premium collection, related reports and micrographic listings, statistical and studies on the program.
Format: Paper and magnetic tapes.
Program Record Number: HRSDC EPPD 545

Official Language Minority Communities Policy (EPPD)
Description: Information and guidance, briefings and correspondence, policies and procedures, coordination, representation, consultation, evaluation and participation to interdepartmental networks and committees to support the development of Official Language Minority Communities (OLMC) within the context of HRSDC's mandate and in accordance with the Official Languages Act (OLA) and the 2003 Government of Canada Action Plan for Official Languages.
Topics: Development of policies, strategies and guidelines in order to promote the socio-economic

development of OLMCs and the linguistic duality. Implementation/ coordination of section 41, Part VII of the Official Languages Act (OLA) and its obligations (e.g. S-3); Implementation/coordination of the 2003 Government of Canada Action Plan for Official Languages; Horizontal Results-based Management Accountability Framework for OL; Coordination of the work of Government of Canada members of the National Committee for Economic Development and Employability (Francophone community) and the National Human Resources Development Committee for the English Linguistic Minority; Evaluation of HRSDC's Enabling Fund; Participation to CIC Steering Committee on the Integration of Francophone immigrants to OLMCs; OLMCs' consultation; Official Languages Departmental Action Plan; Official Languages Status Report.
Format: Paper and electronic
Program Record Number: HRSDC EPPD 304

Policy, Design and Development (EPPD)
Description: Policies, guidelines, correspondence, briefings, reports and analysis concerning labour market interventions to help Canadians obtain the skills and experience needed to fully participate in the labour market.
Topics: Program policy and design for active employment measures under Part II of the Employment Insurance Act and the Consolidated Revenue Fund, including program and policy design targeting unemployed Canadians; employed persons facing a loss of employment; and employers, associations and communities in human resource planning and/or adjustment situations.
Format: Paper and electronic
Program Record Number: HRSDC EPPD 305

Premium Reduction Program (EPPD)
Description: Information on policies and procedures pertaining to premium reduction and on the granting and control of employment insurance premium reduction for employers with qualified salary replacement plans.
Note: Formerly HRSDC INS 205
Topics: Legislative and regulatory proposals, policy statements, appeals, development of an approach to auditing employers, granting of employment insurance premium reductions to employers, operational procedures, employer applications, documentation, enquiries, complaints, etc.
Format: Paper, electronic historical data, and computer disks.
Program Record Number: HRSDC EPPD 205

Premium Reduction System (EPPD)
Description: Listing of employers by RC account #, giving the reduced rate and brief summary of plans.
Note: Formerly HRSDC INS 012
Topics: Premium Reduction Program
Format: Server Database.
Program Record Number: HRSDC EPPD 012

Housing and Homelessness Branch (HHB)
Description: Information on the federal government's approach on homelessness; briefings and correspondence, procedures on the homelessness initiative, data bases, policies, guidelines, briefing analysis, evaluations, project information, community plan assessments and updates.
Note: Formerly the National Secretariat on Homelessness Branch - HRSDC NSH 227
Topics: Supporting Communities Partnership Initiative; Regional Homelessness Fund; National Research Program; Homeless Individuals and Families Information System; Urban Aboriginal Homelessness; Surplus Federal Real Property for Homelessness Initiative.
Format: Paper and electronic format.
Program Record Number: HRSDC HHB 227

Human Resources and Corporate Management Branch (HRCM)

Competency-Based Management Web Suite (HRCM)
Description: This bank contains information on the implementation of competency-based management in HRSDC.
Note: Formerly Corporate Management and Public Affairs Branch - SDC HRS 010
Topics: National competency dictionary, competency profiles, learning plan, learning toolkit, resourcing toolkit, learning resources.
Format: Web site application, paper, diskette, computer records.
Program Record Number: HRSDC HRCM 010

Human Resources Planning (HRCM)
Description: Database containing information on the efficient management of personnel.
Note: Fomerly SDC HRS 025
Topics: Corporate policies, strategies, and discussion papers.
Format: Paper, computerized files
Program Record Number: HRSDC HRCM 025

Official Languages Complaints (HRCM)
Description: Program records include the official languages complaints lodged with the Commissioner of Official Languages with reference numbers.

Note: Formerly SDC HRS 035
Topics: The date, time, and office location where the alleged incident occurred and any other supporting documentation pertaining to the complaint.
Format: Paper, computer files.
Program Record Number: HRSDC HRCM 035

Personnel Assessment (HRCM)
Description: Assessment tools related to resourcing and recruitment.
Note: Formerly SDC HRS 040
Topics: This bank contains articles, research reports, manuals, correspondence, training materials, and assessment tools related to resourcing and recruitment in HRSDC.
Format: Paper, computerized files
Program Record Number: HRSDC HRCM 040

Labour Program (LAB)

Canadian Association of Administrators of Labour Legislation (CAALL) (LAB)
Description: Information on activities between federal, provincial and territorial governments in the labour field, organization, arrangements and other secretariat services for the Canadian Association of Administrators of Labour Legislation, conferences and related matters.
Topics: Ministers' meetings; annual and spring meetings; meetings of the executive. Standing committees include: Research and Policy; Women in Employment; Occupational Health and Safety; Labour Relations; Labour Standards; and International Labour Affairs.
Format: Paper.
Program Record Number: HRSDC LAB 120

Canada Labour Code, Part I (Industrial Relations) (LAB)
Description: Representations, revision, development, amendments and general Information re Part I of the Canada Labour Code (Industrial Relations).
Topics: Arbitration – general; cases; studies and surveys; awards. Notices of Dispute; requests for conciliation and appointments of conciliation officers; commissioners and mediators. Correspondence and general documentation on labour relations topics. Industrial labour conditions and labour relations – general; strikes and lock-outs in sectors within the federal jurisdiction; trade unions, seniority, pensions, hours of work, wages, dismissal. Proceedings of the Task Force on Labour Relations (committee minutes, studies, briefs, Cabinet discussions, final recommendations); proceedings of various industrial inquiry commissions (minutes, submissions, reports and recommendations). Labour board and court decisions impacting on the interpretation of Part I of the Canada Labour Code.
Format: Paper.
Program Record Number: HRSDC LAB 040

Canada Labour Code, Part II (Occupational Health and Safety) (LAB)
Description: Representations, revision, development, amendments and general information re Part II of the Canada Labour Code (Occupational Health and Safety).
Topics: Safety legislation, standards and regulations; revisions, developments, amendments, interpretations and jurisdictional matters; development of safety regulations; federal and provincial legislation, standards and regulations. Statistical information on work-related injuries and on costs of proposed amendments to occupational health and safety regulations, obtained through surveys or from administrative records. The information includes a federal jurisdiction industries data base on work injuries (consisting of employers' annual work injury and employment counts a register of employers, statistical summaries appearing annually in a publication on Canadian federal jurisdiction occupational injuries), federal jurisdiction work-related fatalities (including worker information and fatal injury details); Employers' Annual Hazardous Occurrence Reports; fatality reports; grain dust medical surveillance data reporting and investigation of hazardous occurrences and work-related injuries, and occupational health and safety matters; also complaints and enquiries by individuals and employers; hazardous occurrences – general reports of fatalities; employers' annual hazardous occurrence reports; investigations. Information on health and safety surveys (in automated form), studies on hazards to workers in various sectors, and other activities to assist in the development of improved safety of workers; inquiry commissions and boards; provincial inspection agreements; monitoring studies. Health and Safety committees as established under Part II of the Code, sections 136 and 137; committee minutes; guidelines; monitoring studies.
Format: Paper and electronic.
Program Record Number: HRSDC LAB 240

Canada Labour Code, Part III (Labour Standards) (LAB)
Description: Representations, revision, development, amendments, and general information re Part III of the Canada Labour Code

(Labour Standards) and the Fair Wages and Hours of Labour Act.
Topics: General; rules and regulations of the Code; hours of work extension orders; interpretation coverage by industry; enquiries on the Code by industry; ministerial orders; enquiries outside the Code by province; posting of notice of the Code; studies complaints, investigations, shared-cost program projects, and enquiries. Requests for the appointment of adjudicators to hear unjust dismissal complaints. Complaints; legal opinions; investigations; reports and prosecutions against individuals, groups and companies; inspection procedures. Hours of work – general; policy; interpretations; application and reports; averaging; regulations; modification; studies; surveys; liaison – internal and provincial committees; individual industry exemptions. Inquiry commissions generally; by subject; by industry; by section of the Code. Group and individual termination – general; interpretations; application policy; unjust dismissal – general and interpretations; redundancy and layoff program – general. Holidays – interpretations; substitution with or without collective agreement, by industry and federal departments; maternity leave, bereavement, and sick leave – interpretations by industry; vacations with pay – interpretation, waive vacation for year of employment, approving vacation for year of employment; severance pay – general; garnishment – interpretations and policy. Requests for the appointments of referees to hear wage recovery appeals. Review and analyse reports from field officers related to implementation of equal wages in federal jurisdiction establishments subject to Part III of the Canada Labour Code.
Format: Paper.
Program Record Number: HRSDC LAB 180

Collective Agreements (LAB)
Description: Collective agreements under federal jurisdiction and most agreements under provincial jurisdiction covering 100 or more employees.
Format: Microfiche (older agreements), paper files and electronic data base.
Program Record Number: HRSDC LAB 155

Collective Bargaining Settlements (LAB)
Description: Information on collective bargaining settlements including developments on negotiated wage adjustments and provisions in collective agreements.
Topics: Collective bargaining; negotiated wage changes; provisions in collective agreements.
Format: Paper file and electronic data base.
Program Record Number: HRSDC LAB 160

Consolidated Employer Reports Database (LAB)
Description: Consolidation of employer reports field annually under the terms of the Employment Equity Act.
Topics: Includes information in accordance with the Employment Equity Act on designated groups.
Format: Diskette.
Program Record Number: HRSDC LAB 006

Employment Equity (LAB)
Description: Information on activities related to the promotion and administration of Employment Equity including the Employment Equity Act and the Federal Contractors Program.
Topics: General information and correspondence pertaining to employment equity; guidance, training and tools for regional HRSDC Workplace Equity Officers (WEOs); information sharing with national employer, labour, professional and designated group organizations; employment equity program promotion and communications. Correspondence related to federal employment equity programs; briefing notes; information on how to develop and implement good employment equity programs; technical training manuals for WEOs; publications for the general public and specific audiences (employers, organized labour, and designated group organizations); implementation of employment equity by contractors with 100 employees or more and who seek to provide goods and services to the federal government. Guidelines for contractors; directorate operational plans and studies; review and assessment reports; ministerial communiques; general correspondence; merit awards in recognition of special efforts; goals and objectives of the Federal Contractors Program. Development and dissemination of data on designated groups, formatting and dissemination of availability data; design and operation of micro-computer programs to analyze employment equity reports submitted annually by federally-regulated employers; development of operational definitions of designated groups, technical training. General correspondence, information on research relating to the employment of target groups, data on target groups, development and maintenance of a number of repositories across Canada of employment equity reports.
Format: Paper, microfiche and electronic formats including compact disks and disquettes.
Program Record Number: HRSDC LAB 496

Employment Equity Statistics (LAB)
Description: Semi-annual statistical packages of HRSDC representation statistics of designated groups both nationally and regionally which are developed from data contained in HR Systems.
Topics: The data is primarily from the personal information bank PSE-918 "Employment Equity Program". The statistics include information on recruitment, promotion, acting appointments and separations as well as a comparison of the representation versus the labour market availability.
Format: Paper, computer files.
Program Record Number: HRSDC LAB 020

Federal Contracts (LAB)
Description: Information on federal contracts by department or agency to individuals and companies.
Topics: General policy; labour conditions by federal department and agencies.
Format: Paper.
Program Record Number: HRSDC LAB 190

Federal Industries (LAB)
Description: Information on labour, industrial relations and collective bargaining with particular reference to the federal jurisdiction.
Topics: Industrial relations issues and developments, collective agreement negotiations and disputes; federal industries – air and truck transport, railways, shipping and ferries, banks, Crown corporations, St. Lawrence Seaway, feed and flour mills, grain elevators, mining, pipelines, broadcasting, telephones and cable systems, and port operations.
Format: Paper.
Program Record Number: HRSDC LAB 030

Federal Workers' Compensation (LAB)
Description: Information on the Government Employees' Compensation Act, the Merchant Seamen Compensation Act, the Public Service Income Benefit Plan for Survivors of Employees Slain on Duty, and compensation for death and disability in accordance with the Corrections and Conditional Release Regulations Determination of coverage for federal employees, merchant seamen, the survivors of federal employees slain on duty, and the penitentiary inmates who make claims as a result of an accident or other work-related injury.
Topics: Terms and conditions to establish coverage and benefits; federal legislation and regulations; provincial agreements; workers' compensation boards' claim data.
Format: Paper.
Program Record Number: HRSDC LAB 235

Fire Protection Services (LAB)
Description: Information on fire safety in and around government of Canada property.
Topics: Fire protection; fire emergency organization; fire orders and drills; inspections and investigations; promotion and development of fire safety; fire loss statistics and reports; false alarms; fire safety equipment standards and engineering services.
Format: Paper.
Program Record Number: HRSDC LAB 270

Inter-American Labour Cooperation (LAB)
Description: Information on labour legislation from Canada, Mexico, the United States, Chile, Costa Rica and various countries in the Americas, as well as, activities under the North American Agreement on Labour Cooperation (NAALC), Canada-Chile Agreement on Labour Cooperation (CCALC), Canada-Costa Rica Agreement on Labour Cooperation (CCRALC), Canada-Brazil Memorandum of Understanding on Labour Cooperation, and labour initiatives related to the Free Trade Area of the Americas/Summit of the Americas processes and the Inter-American Conference of Ministers of Labour.
Topics: Documents pertaining to the negotiation of the above labour cooperation agreements; texts of these labour cooperation agreements; multi-year review reports, annual reports, and other reports on these labour cooperation agreements; documents on the cooperative programs under these labour cooperation agreements; documents on any public communications submitted under these labour cooperation agreements; texts of federal-provincial agreements concerning these labour cooperation agreements; general documents and correspondence pertaining to these labour cooperation agreements; texts of specific labour laws and regulations from labour cooperation partners and other countries in the Americas; academic and other research or analysis on labour issues from labour secretariats or institutions, social partner organizations, governments, non-governmental organizations, private consultants, and other sources in the Americas or world-wide; declarations, plans of action and reports from the Inter-American Conference of Ministers of Labour; documents on the International Trade and Labour Program for grants and contributions to fund technical assistance and social dialogue projects in Canada and the Americas; documents on consultations held with the Advisory Committee on International labour Affairs; other general documents and

correspondence on the subjects listed in the Description section.
Format: Paper and electronic.
Program Record Number: HRSDC LAB 010

International Labour Organization (ILO) (LAB)
Description: Information on the Department's international labour activities involving the International Labour Organization.
Topics: ILO – general; constitution; staffing; press releases; financial; reports; statistics, surveys; publications. Conferences – ILO annual conferences, preparatory and specialized international conferences, regional conferences. Committees – ILO Governing Body and its committees, industrial committees, Committee of Experts on the Application of Conventions and Recommendations. Meetings – Specialized meetings of experts; tripartite, international meetings.
Format: Paper.
Program Record Number: HRSDC LAB 100

International Services (LAB)
Description: Information on the Department's international labour activities, including gathering of information.
Topics: Sources of information by country, labour counsellors.
Format: Paper.
Program Record Number: HRSDC LAB 105

Labour Adjustment Benefit (LAB)
Description: Information on the administration of the Labour Adjustment Benefit Program.
Note: Formerly HRSDC INS 185
Topics: Policies, procedures and correspondence pertaining to labour adjustment benefits, activity reports.
Format: Paper.
Program Record Number: HRSDC LAB 185

Labour Law Documentation (LAB)
Description: Information on labour bills, regulations and Acts in Canada, as well as studies and reports facilitating research on labour law issues.
Topics: Bills; statutes, official gazettes and regulatins for all jurisdictions in Canada; comparative studies on industrial relations, minumum employment standards, pay equity and occupational health and safety legislation in Canada.
Format: Electronics (as well as paper with respect to a report produced for an annual conference).
Program Record Number: HRSDC LAB 121

Labour-Management Partnerships Program (LAB)
Description: Information on financial contributions which support joint labour-management initiatives fostering more innovative, productive and cooperative workplaces.
Topics: New industrial relations and approaches; joint labour-management initiatives, labour-management seminars and conferences.
Format: Paper.
Program Record Number: HRSDC LAB 135

Labour Union Information (LAB)
Description: Information on union membership, labour organizations, union officials.
Topics: Union membership; addresses and telephone numbers; names of union officials.
Format: Electronic data base.
Program Record Number: HRSDC LAB 171

Non-smokers' Health Act (LAB)
Description: Development, revision, general information and activity reports re the Non-smokers' Health Act.
Topics: Legislation and regulations; revisions, developments, amendments and interpretations. Reporting and investigation of complaints; enquiries made by employees, employers and/or the general public; promotional/counselling activities; enforcement.
Format: Paper and electronic.
Program Record Number: HRSDC LAB 041

Organization for Economic Cooperation and Development (OECD) (LAB)
Description: Information on the Organization for Economic Cooperation and Development in which the Department has a strong interest, including minutes and proceedings.
Topics: Directorates; committees; working parties; committee of experts; seminars; conferences; commissions.
Format: Paper.
Program Record Number: HRSDC LAB 110

Policy Development Division (LAB)
Description: The Policy Development Division provides researches and provides information on issues relating to the evolving workplace and changing nature of work. Current topics include: work-life balance, healthy workplaces, the changing nature of employment, non-standard work, workplace training and learning, innovative human resource management practices, employment security, the ageing of the workforce, and workplace productivity.

Recent studies published include: Voices of Canadians: Seeking Work Life Balance; Addressing Work-Life Balance in Canada ; Work-Related Child-Care Centres in Canada; Work, Family and Community: Key Issues and Directions for Future Research; Improving Work-Life Balance - What Are Other Countries Doing?; Work-Life Balance in Canada: A Report to Ministers Responsible for Labour in Canada; Work and Family Provisions in Canadian Collective Agreements; Challenges of an Aging Workforce: An overview of the issue; Collective Agreements and Older Workers in Canada; Retirement and pensions in Canada: a workers' perspective (Canadian Labour Congress); Work to Retirement: An Emerging Business Challenge (Conference Board of Canada); Work-Retirement Transitions : A Synthesis Report (The Graham Lowe Group); The Aging Workforce and its Transitions to Retirement (Rafael Gomez and Morley Gunderson) and Assessing the Costs of Work Stress.
A dedicated website on work-life balance targeting employers and human resources professionals. A first section allows employers, unions, managers and human resources practitioners to access the latest information and examples of best practices that enhance work-life balance for their employees. A second section highlights the issues of an aging workforce.
Format: Paper, electronic and online.
Program Record Number: HRSDC LAB 015

Preventive Mediation (LAB)
Description: Information on preventive mediation assignments of Branch staff to assist parties in resolving problems during closed period of their collective agreements.
Topics: Preventive mediation cases.
Format: Paper.
Program Record Number: HRSDC LAB 075

United Nations (UN) (LAB)
Description: Information on labour activities at the United Nations.
Topics: Financial, press releases; UN development programs; UN Economic and Social Council – commissions, specialized agencies, technical assistance board.
Format: Paper.
Program Record Number: HRSDC LAB 115

Wages (LAB)
Description: Information on minimum wages on deferments, equal wages and payment of wages.
Topics: Minimum wages – general, interpretations by industry, paid on a bases other than time; reduced wages for the handicapped and trainees; statement of wage exemptions; deferments – general; equal wages – general interpretation by industry; payment of wages – general and interpretations.
Format: Paper.
Program Record Number: HRSDC LAB 225

Workplace Information Directorate (LAB)
Description: Information gathering and dissemination on activities to encourage and facilitate access to the public information required by those involved in the collective bargaining process.
Topics: Liaison and cooperation with federal and provincial departments and agencies, management organizations and associations, labour unions, universities, and regional and international offices.
Format: Paper.
Program Record Number: HRSDC LAB 145

Work Stoppages (LAB)
Description: Data on strikes and lock-outs, for both federal and provincial jurisdictions.
Note: Formerly Strikes and Lockouts
Topics: Strikes and lock-outs.
Format: Database and paper.
Program Record Number: HRSDC LAB 170

Learning Branch (NDP)

Canada Education Savings Grant (CESG) Program (NDP)
Description: Information on savings by Canadians for their children's post-secondary education and related social, cultural and economic factors; correspondence, reports, studies, policies, procedures, briefings, project plans and statistical information relating to contributions to education savings plans registered by the Canada Revenue Agency, and information on the Canada Education Savings Grant (CESG), the Canada Learning Bond (CLB) and the Alberta Provincial Grant (A-grant) amounts paid to eligible beneficiaries.
Topics: Contributions made to Registered Education Savings Plans (RESPs) and the CESG, CLB and A-Grant paid into (RESPs); interaction with financial institutions which provide savings instruments to Canadians; and educational institutions.
Format: Paper and electronic with backup copies on magnetic tapes.
Program Record Number: HRSDC NDP 005

Canada Student Loans Program (NDP)
Description: Legislation, policies, procedures, studies, statistics, publications and other general information / correspondence.

Topics: Information on the operations of the Canada Student Loans, including CSL investigations, eligibility requirements for participating provinces; Canada Study Grants and Canada Access Grants for students with permanent disabilities, students with dependants, high-need part-time students, students from low-income families, female doctoral students; eligibility requirements; student debt management strategies and programs.
Format: Paper, compact disk and magnetic tapes.
Program Record Number: HRSDC NDP 042

Claims, Defaulted loans and Collection of Defaulted loans (NDP)
Description: Contains information on student loans due to be repaid because students have finished their studies and the loans have returned to the Government of Canada for collection.
Topics: Student loans.
Format: Online.
Program Record Number: HRSDC NDP 021

CLMTRANS (NDP)
Description: Contains information on transactions to create, change and/or remove info on a student loan from the CLAIMS database.
Topics: Transactions in the CLAIMS system.
Format: Online.
Program Record Number: HRSDC NDP 022

International Academic Mobility Initiative (NDP)
Description: Information about student mobility and multilateral partnerships with post-secondary institutions.
Topics: Contributions, information about international consortia with representation from Canadian and foreign institutions.
Format: Paper, electronic format and online information.
Program Record Number: HRSDC NDP 340

Learning Initiatives Programs (NDP)
Description: Information in the area of federal government's support for lifelong learning.
Topics: Contributions, research on innovations in learning policies, and prior learning assessment and recognition.
Format: Paper, electronic format and online information.
Program Record Number: HRSDC NDP 341

National Literacy Secretariat (NDP)
Description: Information relating to literacy in Canada and the social, cultural and economic factors underlying it. To promote literacy as an essential component of a learning society and to make Canada's social, economic and political life more accessible to people with weak literacy skills.
Topics: Grant and contributions; policy analysis; promotion and liaison; research projects; information about best practices and innovative learning opportunities; partnerships: voluntary organizations community groups, business, labour, educational institutions and governments voluntary sector and non-governmental organizations, business and labour, educational institutions, provinces and territories and other government departments.
Format: Paper and electronic format.
Program Record Number: HRSDC CIT 090

Office of Learning Technologies (NDP)
Description: Information in the area of learning technologies to promote their effective use; to support assessment, research and testing; and to increase the availability and sharing of knowledge and quality information about learning technologies.
Topics: Contributions, research projects and studies on selected priority areas; pilot projects; studies on the changing needs of adult learners and of HRSDC target groups; information about best practices and innovative learning opportunities, distance education, lifelong learning, and about national and international commissions, committees, conferences, UNESCO and OECD as they relate to the use of technologies for learning.
Format: Paper and electronic format.
Program Record Number: HRSDC OLT 467

Receipts (NDP)
Description: Contains information on the payments made by students in repayment of loans provided by the federal government.
Topics: Payment of student loans.
Format: Online.
Program Record Number: HRSDC NDP 023

Set Off (NDP)
Description: Contains the Social Insurance Numbers (SIN) of students whose loans are still outstanding and which Canada Revenue Agency will collect by retaining income tax refund due to the individual.
Topics: Student loans to be reimbursed from income tax payable to the student.
Format: Online.
Program Record Number: HRSDC NDP 024

Policy Research Initiative
Description: Information relating to research in Canada, including social research.
Note: Formerly PCO OPS 215
Topics: Research

Access: Files are arranged by subject.
Format: Paper.
Program Record Number: HRSDC PRI 309

Public Affairs and Ministerial Services Branch (Formerly the Ministerial and Communication Services Branch) (PAMS)

Briefing, Parliamentary Affairs, Executive Committees and Governance (PAMS)

Briefing (PAMS)
Description: The focal point for managing the flow of departmental briefing material for the offices of the Ministers and Deputy Ministers, ensuring quality control and horizontal linkages on this material, which includes briefing notes and books, speaking notes, ministerial briefing material, products relating to trips and events, environmental scanning, Treasury Board submissions, regulatory affairs, and departmental guidelines and formats for the above products.
Note: Formerly SDC CMPA 020
Topics: Requests for briefings and replies from Deputy Ministers, and senior officials; Treasury Board submissions; regulatory submissions.
Format: Paper and computer disks.
Program Record Number: HRSDC PAMS 020

Executive Committees Secretariat (PAMS)
Description: Facilitates coherence and integration issues across all committees and the Department, and organizes and coordinates corporate-level initiatives, including Executive Management Committee.
Note: Formerly HRSDC SEC 030 and SDC CMPA 030
Topics: Agenda development and management, facilitation of integration of regular business and the Agenda for Renewal, document analysis, briefing notes, Records of Decision, and administrative arrangements
Format: Paper and electronic, including computer disks
Program Record Number: HRSDC PAMS 030

Executive Management Shared Services (PAMS)
Description: Provides office automation services and produces statistical reports related to the tracking and control of ministerial correspondence, and user and system documentation on the various computer systems developed and maintained by EMSS.
Note: Formerly Executive Management Information Services –EMIS - HRSDC SEC 032 and SDC CMPA 032
Topics: Volume of correspondence, production, and average turn-around times; design specifications and instructions for use of the Management of Executive Information System and other custom-designed office automation systems used by the clients of EMSS; inventories of software and hardware holding of EMSS and its clients and of requisitions in progress.
Format: Paper and electronic media
Program Record Number: HRSDC PAMS 032

Governor in Council Appointments (PAMS)
Description: Development and implementation of selection, appointments, reporting, procedures, and processes related to Governor in Council appointments to quasi-judicial bodies (e.g. CPP/OAS Review Tribunals, Employment Insurance Boards of Referees, the Canada Pension Plan: Pension Appeals Board), and to socio-economic development issues (e.g. National Council of Welfare). In addition, appointed members and directors supervise the management of the Canada Millennium Scholarship Foundation, the appointments of the Commissioner for Workers and Commissioner for Employers, anddirect the management process for over 700 GIC appointments.
Note: Formerly Orders in Council Appointments - HRSDC SEC 036 and SDC CMPA 036
Topics: Appointments related to the Governor in Council.
Format: Paper and electronic, including Governor in Council Appointment System (GICAS)
Program Record Number: HRSDC PAMS 036

Information about HRSDC Programs and Policies (PAMS)
Description: Information on HRSDC's programs, policies and services.
Note: Formerly HRSDC PAF 615 and SDC CMPA 615)
Topics: Income security and international affairs.
Format: 90% paper, 5% electronic, and 5% video
Program Record Number: HRSDC PAMS 615

Ministerial and Executive Correspondence, Events and Appointments (PAMS)

Ministerial and Executive Correspondence
Description: Provides advice and operational support to the Ministers and Deputy Ministers in relation to correspondence; prepares written responses, acknowledgements and regret letters; performs corporate quality control and editing of final replies; tracks and reports on correspondence volumes and trends; manages write-in campaigns

and ministerial invitations; and develops ministerial guidelines.
Note: Formerly Information and Ministerial Correspondence Management (IMCM) - HRSDC SEC 031 and SDC CMPA 031.
Topics: Analyzes and acts on incoming correspondence (paper and Internet), with control mechanisms and reporting capacity (reports and trends); researches and writes replies for the signature of the Ministers or Deputy Ministers; coordinates, develops, and distributes guidelines on ministerial and deputy ministerial correspondence and performs final corporate editing on final replies; coordinates ministerial invitation processes; interfaces between political and departmental staff, the public and MPs who enquire about the status of written replies.
Format: Paper and electronic media. Information is retrievable by personal identifier, including names of individuals and file numbers, from WebCIMS. The personal information contained in the correspondence is not used for an administrative purpose
Program Record Number: HRSDC PAMS 031

Ministerial Events (PAMS)
Description: Manages and coordinates the provision of strategic advice and logistics services for ministerial events.
Topics: Prepares communications products such as option notes, scenario notes, media advisories and captions for public events and announcements. Prepares post-mortem reports and develops recommendations for improvement. Manages and coordinates the development of the ministerial communications calendar. Develops and maintains a procedures guide shared with the Branch.
Format: Paper and electronic.
Program Record Number: HRSDC PAMS 306

Parliamentary Affairs (PAMS)
Description: Liaison with PCO and between the Ministers, Deputy Ministers and the Department on issues related to parliamentary affairs, including question period cards and transcripts, parliamentary committees, parliamentary returns, opposition days, debates and Senate business.
Note: Formerly known Briefing, Cabinet and Parliamentary Affairs - SDC CMPA 046.
Topics: Analysis of anticipated questions in the House of Commons and recommended responses, transcripts of question period proceedings, parliamentary correspondence and replies, House motions, petitions, written questions, and document requests and replies.
Format: Paper and computer disks.
Program Record Number: HRSDC PAMS 046

Quality Control and Business Support Group (PAMS)
Description: Provides editing and revision services for ministerial and executive correspondence and event-related communications material; training on procedures and systems; tracking of replies; and generates a variety of strategic and operational reports.
Topics: Ministerial and executive correspondence, communications products related to ministerial events and announcements, and strategic and operational reports.
Format: Paper and electronic.
Program Record Number: HRSDC PAMS 307

Surveys (PAMS)
Description: Surveys on public attitudes toward SDC policies, programs, and services.
Note: Formerly SDC CMPA 616
Topics: Survey data and related analyses, which may also be used to develop communications strategies.
Format: Paper. Some documents may be available in electronic format
Program Record Number: HRSDC PAMS 616

Social Development Sectors Branch (SDS)

Canada Pension Plan Program Policy (SDS)
Description: Information on the development and ongoing review of CPP Program policies.
Topics: Internal memoranda, briefing notes, memoranda to Cabinet, consultation documents, consultant reports, and studies.
Format: Paper.
Program Record Number: HRSDC SDS 382

Community Development Partnership Directorate Grant and Contribution-Funded Activities (SDS)
Description: Correspondence, briefings, and general information relating to the former Child Care Visions program to SDC's involvement with the Government of Canada's Voluntary Sector Initiative including secretariat services to the Capacity Joint Table; and to the Social Development Partnerships Program, including Understanding the Early Years. Correspondence, briefings, general information, and personal information relating to the Thérèse Casgrain Volunteer Award.
Topics: Quality of child care, early childhood learning and care, voluntary sector, social inclusion, infrastructure, capacity building, and recognition. Information relating to national

voluntary social services organizations, child welfare, social development, sharing best practices, community development, and award programs.
Format: Paper and magnetic tapes.
Program Record Number: HRSDC SDS 399

Forecasting, Information and Analysis (SDS)
Description: Information on CPP/OAS administrative program data used for program policy issues/programs review and monitoring/ program performance measurement.
Topics: Data sources include administrative program data accessed through data warehouse to populate "Power Play" data cubes; statistical information (program and external sources); studies; client surveys; demographic data (census data and other); micro-simulation modelling capacity in support of CPP and OAS policy initiatives.
Format: On-line, magnetic tapes, and paper.
Program Record Number: HRSDC SDS 345

Legislation (SDS)
Description: Information on the review and update of legislation; review and analysis of policy; federal/ provincial agreements; Charter and Federal Court challenges to CPP and OAS programs.
Topics: Historical and background documents, briefing notes and legal opinions for CPP/OAS statutory legislation, federal/provincial and international agreements, public and private plans, social security review, CPP/QPP, income.
Format: Paper.
Program Record Number: HRSDC SDS 340

New Horizons for Seniors Program (NHSP) (SDS)
Description: Contains information on NHSP, a program that funds community-based projects that encourages seniors to contribute to their communities through social participation and active living.
Topics: Information on projects submitted for financial assistance, including name and address of applicant, project description, financial data, and departmental decisions; also, information on program administration including policy and procedures, program reporting, program tools, review committees, briefings, consultations and communications.
Format: Paper
Program Record Number: HRSDC SDS 397

OAS Program Policy (SDS)
Description: Information on the development and ongoing review of OAS program policies.
Topics: Internal memoranda, briefing notes, memoranda to Cabinet, consultation documents, consultant reports and studies.
Format: Paper.
Program Record Number: HRSDC SDS 342

Persons with Disabilities (SDS)

Federal-Provincial Arrangements (SDS)
Description: Correspondence and other general information relating to the Canada Assistance Plan, Strategic Initiatives, the Alcohol and Drug Treatment and Rehabilitation program, the Labour Market Agreements for Persons with Disabilities, and the Canada Health and Social Transfer; shareability of provincial and territorial program initiatives; changes and costs; accountability for annual transfer payment; and other administrative data pertaining to all above-mentioned programs; consultation and information services in the area of international adoptions.
Topics: Grants and welfare organizations; social assistance; vocational rehabilitation of disabled persons; testing of alternative approaches in employment and training, learning and education, and income support and services; research in vocational rehabilitation; welfare services and work activity; Canada Health and Social Transfer; international adoptions.
Format: Paper and magnetic tapes.
Program Record Number: HRSDC SDS 395

Labour Market Agreements (SDS)
Description: Policies, guidelines, and procedures, correspondence, project information, briefings, methodologies, reports, analyses, systems, project descriptions, implementation costs, statistics, and evaluations relating to the Opportunities Fund for Persons with Disabilities.
Topics: Development of national policies, assistance, program and activity descriptions, budgets, program expenditures, implementation costs, results, data evaluations, analysis, participants, and persons with disabilities.
Format: Paper and electronic.
Program Record Number: HRSDC SDS 195

Planning, Measurement and Risk Management (SDS)
Description: Information on planning and corporate briefing.
Topics: planning documents.
Format: On-line, tape and paper.
Program Record Number: HRSDC SDS 371

Policy Interpretation (SDS)
Description: Information on legislative interpretations, consistency studies, and related administrative policy.
Topics: CPP/OAS legislative interpretations and related administrative policies, advisories, directives, and inquiries.
Format: On-line, tape, and paper.
Program Record Number: HRSDC SDS 365

Priority Initiatives (SDS)
Description: correspondence, presentations, briefing notes, internal memoranda, consultation documents.
Topics: 2010 Olympics and Paralympics Winter Games, official languages, Service Canada agreements.
Program Record Number: HRSDC SDS 308

Strategic Analysis, Audit and Evaluation Branch (Formerly the Strategic Policy and Planning Branch) (SAAE)

Data Development (SAAE)
Description: Information on projects associated with developing and maintaining HRSDC program data sources for the purposes of evaluation and research.
Note: Formerly HRSDC SPP 650 and shared with Strategic Policy Branch
Topics: Studies and projects on the development and maintenance of existing data systems for research and analysis purposes.
Format: Paper, electronic.
Program Record Number: HRSDC SAAE 650

Strategic Analysis, Partnership and Dissemination (SAAE)
Description: Knowledge management; knowledge planning and partnerships; dissemination and exchange; reporting on human resource and social development indicators; data development and survey management.
Note: Formerly HRSDC SPP 630 and SDC PSD 630 (shared with the Strategic Policy Branch)
Topics: Departmental medium-term knowledge plan for knowledge creation, exchange and engagement. Other discussion documents and briefing materials about the knowledge management strategy designed to strengthen the Department as a knowledge organization. Documents related to survey management and data initiatives in support of research and analysis, and leading to the development of a data plan. Briefing materials, reports and information products on human resource and social development indicators. Information documenting knowledge activities that involve key partner organizations. Publications, reports and studies to analyse and better understand issues relevant to HRSDC's mandate with regard to: people with disabilities; seniors; children and families; social and economic inclusion; life-course approaches; inclusive communities, the voluntary sector and the social economy; labour market challenges; productivity dimensions; and, life-long learning and skills requirements. Other knowledge synthesis and dissemination products (e.g., newsletters).
Format: Paper,electronic.
Program Record Number: HRSDC SAAE 630

Strategic Policy Branch (Formerly the Strategic Policy and Planning Branch) (SP)

Audits – Internal Audit (IA) (SP)
Description: Policies, procedures and guidelines for the planning of audits and the conduct of audits assignments, terms of reference for audit assignments, upport and reference documents used by auditors to compile reports and final audit reports.
Note: Formerly HRSDC EPP 005 and SDC PSD 005)
Topics: The IA Annual Resource Utilization Plan, IA Audit Handbook, terms of reference for audit activities and final Audit reports.
Format: Internet, Intranet, electronic or paper
Program Record Number: HRSDC SP 005

Canadian Occupational Projection System (COPS) (SP)
Description: Development of occupational labour market supply and demand related analyses and projections in the light of historical, current, and projected labour market conditions, using survey and other data gathered for these purposes.
Note: Formerly HRSDC SPP 635
Topics: Analysis of economic, industrial and occupational employment growth projections and their implications; analysis of trends and projections in enrollments and graduations from educational and training institutions and subsequent labour market experiences of graduates.
Format: Paper and electronic.
Program Record Number: HRSDC SP 635

Corporate Planning Accountability (CPA) (SP)
Description: Development of Corporate records such as the Environmental Scan, the Report on Plans and Priorities, the Departmental Performance Report, Business plans, the Management Accountability Framework, the DM/ Clerk Accord and Corporate Risk Profile.

Note: Formerly HRSDC EPP 034
Topics: Information on the Department's mission, mandate, operating environment, including its strategic objectives and strategic priorities.
Format: Paper and electronic, including CD ROM
Program Record Number: HRSDC SP 034

Data Development (SP)
Description: Information on projects associated with developing and maintaining HRSDC program data sources for the Purposes of evaluation and research.
Note: Formerly HRSDC SPP 650 and shared with the Strategic Analysis, Audit and Evaluation Branch
Topics: Studies and projects on the development and maintenance of existing data systems for research and analysis purposes.
Format: Electronic and paper.
Program Record Number: HRSDC SP 650

Employment Insurance Program Impact Analysis (SP)
Description: Information on the analysis of the effects of employment insurance on claimants, their dependants, the unemployed and the economy in general.
Note: Formerly HRSDC SPP 695 and shared with EPPD Branch
Topics: Analysis of income protection for unemployed persons not receiving employment insurance benefits; studies of the extent to which the Employment Insurance Program facilitates labour market adjustments; assessment of financial hardships experienced by employment insurance benefit exhaustees; studies of the employment insurance economic stabilization effects; assessment of the utility and appropriateness of employment insurance coverage for various groups of labour force participants.
Format: Paper and electronic.
Program Record Number: HRSDC SP 695

Employment Insurance Program Policy Development and Analysis (SP)
Description: Information on the analysis and development of employment insurance policy to accommodate changing socio-economic and other influences affecting the labour market.
Note: Formerly HRSDC SPP 690 and shared with EPPD Branch
Topics: Studies and projects on the assessment of the economic and labour market effects of employment insurance; consideration of the adequacy of employment insurance benefit levels in relation to such factors as family composition and size, multiple-income families and different income classes; assessment of labour market efficiencies in light of such influences as an experience rating system; examination and forecasting of employment insurance benefit expenditures and revenues; analysis of maternity benefit program; assessment of the employment benefits and support measures of employment insurance.
Format: Paper and electronics.
Program Record Number: HRSDC SP 690

Evaluation Services (SP)
Description: Information on the efficiency and effectiveness of specific demonstration programs/ projects and HRSDC programs.
Note: Formerly HRSDC SPP 689 and SDC PSD 689
Topics: Studies and projects on the assessment of specific ventures designed and assessment of overall effectiveness of HRSDC programs.
Format: Paper and electronic.
Program Record Number: HRSDC SP 689

Federal-Provincial Relations (SP)
Description: Information, briefings, policy and analysis of legislation and programs administered by HRSDC; policy, guidelines and strategies on federal-provincial relations and coordination.
Note: Formerly HRSDC SPP 035
Topics: Analysis of federal-provincial relations and strategies; negotiation of bilateral and multilateral agreements on legislated and policy-related issues and programs; analysis of reports and briefs from parliamentary committees, task forces, other levels of government, non-government organizations on issues related to HRSDC 's mandate or that of other federal departments; analysis of federal-provincial repercussions of Cabinet documents and proposed agreements on a variety of social and economic issues; background analysis and briefings on domestic issues and relations.
Format: Magnetic tapes and paper.
Program Record Number: HRSDC SP 035

International Affairs (SP)
Description: Information on projects associated with Canada's involvement in the activities of the Organization for Economic Cooperation and Development (OECD), mainly those of the Direction of Education, Employment, Labour and Social Affairs (DEELSA), in the activities of other international organizations (e.g. G-8, European Union, etc.), as well as informal meetings between various countries.
Note: Formerly HRSDC SPP 660
Topics: Studies and projects addressing the

analysis of papers and the preparation of briefing material for various meetings, notably of the OECD Employment, Education, Labour and Social Affairs (EESA), analysis and briefings on papers and reports prepared for various international meetings and encounters.
Format: Paper and computer diskettes.
Program Record Number: HRSDC SP 660

Learning, Employment and Labour Policy (SP)
Description: Information concerning federal labour market policies.
Note: Formerly HRSDC SPP 705
Topics: Studies related to the development of learning, employment and labour policies; also information related to national and international labour mobility.
Format: Paper.
Program Record Number: HRSDC SP 705

Research and Development (SP)
Description: Conducts risk management assessments of various programs and program delivery services to research, identify and develop risk mitigation strategies and/or control programs.
Note: Formerly HRSDC ICD 030
Topics: Correspondence, reports, and pilot evaluations of various risk management / mitigations studies, pilots and developed control programs, publication of investigations and control reports, document on elaborate mesure of control for the SIN.
Format: Paper, disk, computer files.
Program Record Number: HRSDC SP 030

Strategic Analysis, Partnership and Dissemination (SP)
Description: Applied Research
Note: Formerly Applied Research - HRSDC SPP 630 and SDC PSD 630 (shared with the Strategic Analysis, Audit and Evaluation Branch)
Topics: Reports and studies, not necessarily related to particular policies and programs, addressing the changing nature of work, economic and social aspects of productivity, employment insurance renewal, labour adjustment, lifelong learning, macroeconomic/labour market analysis, the prevention of exclusion and poverty reduction, the skill requirements in the knowledge-based economy and society, youth and the labour market.
Format: Paper and electronic.
Program Record Number: HRSDC SP 630

Strategic Evaluation (SP)
Description: Evaluation activities at the strategic level to support strategic policy development analysis, and to assess the socio-economic impacts of government's large expenditure programs in terms of achievement of broad government policy objectives and coherence in terms of interaction with other programs and policies.
Note: Formerly HRSDC SPP 657
Topics: Evaluation at the strategic level, including efficiency and effectiveness considerations of government's large expenditure programs.
Format: Paper and electronic storage.
Program Record Number: HRSDC SP 657

Strategic Policy Branch – Children and Families (Formerly Policy and Strategic Direction Branch) (SP)

Economic Security Policy Directorate (SP)
Description: Descriptive and quantitative information on federal/provincial/territorial/ international programs in the income security/social welfare sector. Micro-simulation modelling of social security programs.
Note: Formerly SDC PSD 091
Topics: Income security benefits; social services; social security statistics, programs, and services for children and persons with disabilities.
Format: Paper, electronic storage.
Program Record Number: HRSDC SP 091

International Information (SP)
Description: Documentation on other countries and organizations in the fields of welfare and social affairs.
Note: Formerly SDC PSD 065.
Topics: Exchange of information between Canada and international organizations; personnel exchanges, and visits between Canada and other countries.
Access: by country and by organization.
Program Record Number: HRSDC SP 065

International Social Development (SP)
Description: Files on international relations by country.
Note: Formerly SDC PSD 045.
Topics: United Nations General Assembly; Economic and Social Council; Commission for Social Development; Bilateral agreements; International Years and Conferences; miscellaneous committees, conferences and meetings; welfare organizations, such as the International Council on Social Welfare.
Access: by country and by organization.
Program Record Number: HRSDC SP 045

Social Policy (SP)
Description: Information on social policy concerns on issues related to persons with disabilities,

seniors, and families with children, and on analyses of proposed initiatives in the socio-economic field.
Note: Formerly SDC PSD 076.
Topics: Social services, social environment, population aging, seniors, persons with disabilities, children, victims of family violence, gender-based analysis, families, income security, pensions, cities, Canadian Human Rights Act, modernizing benefits, poverty, social inclusion, homelessness, tax policy analysis.
Program Record Number: HRSDC SP 076

Workplace Skills Branch (Formerly the Workplace and Skills Branch) (WS)

Foreign Worker Program (WS)
Description: Policies, information, agreements and correspondence relating to employment of foreign workers.
Note: Formerly HRSDC WAS 385.
Topics: Employer recruitment of foreign workers; recruitment and utilization of foreign workers in specific occupational and industrial groups; employer's name and address; and demographic area.
Format: Paper and electronic format.
Program Record Number: HRSDC WS 385

Occupational and Career Information (WS)
Description: Sectoral human resource profiles.
Note: Formerly HRSDC WAS 455.
Topics: Analysis of information concerning occupations, trades, crafts and professions, sectoral labour market coverage, sectoral contribution to GDP. Preparation and distribution of publications such as the Occupational Analysis Series on apprenticeable trades; Essential Skills profiles for employment systems; sectoral human resource studies and profiles; sectoral career information. Policies, information, contribution agreements and correspondence relating to labour market and skills development.
Format: Paper and electronic format.
Program Record Number: HRSDC WS 455

Service Canada

Citizen and Community Service Branch (CCSB)

Aboriginal People (CCSB)
Description: Information, briefings and correspondence, policies and procedures on labour market programs to meet the needs of Aboriginal people.
Note: Replaces HRSDC EMP 400.
Topics: Development of national policies, strategies and guidelines in relation to the Aboriginal Human Resource Development Strategy (AHRDS); information on the strategy, initiatives and programming in the areas of employment and training, youth, disabled, childcare for First Nations and Inuit communities, urban/off reserve, and capacity building; information on agreements with Aboriginal partners (Aboriginal Human Resource Development Agreements), information on results.
Format: Paper, magnetic tapes and microforms.
Program Record Number: HRSDC CCSB 001

Community Service Partnership (CCSB)

Official Language Minority Communities Initiative
Description: Directives, operational policies, coordination, correspondence, project information, briefings, methodologies, reports, analyses, systems, project descriptions, implementation costs, statistics and evaluations relating to the Enabling Fund for the Official Language Minority Communities
Note: Replaces HRSDC HRI 195.
Topics: Development of directives and operational policies, assistance, program and activity descriptions, budgets, program expenditures, implementation costs, results, data evaluations, analysis, participants, persons with disabilities, employers, industries.
Format: Paper and electronic.
Program Record Number: HRSDC CCSB 002

Employment Benefits and Support Measures (CCSB)
Description: Directives, operational policies, correspondence, briefings, methodologies, reports, analysis, evaluations and project information relating to the Employment Benefits (Targeted Wage Subsidies, Self-Employment, Job Creation Partnerships, Skills Development), which are available to active and former EI clients, or the Support Measures (Employment Assistance Services, Labour Market Partnerships, Research and Innovations), which are not specifically aimed at EI eligible clients. Where applicable, information is also available on the Labour Market Development Agreements (LMDAs).
Note: Replaces HRSDC HRI 293.
Topics: Development of directives and operational policies, implementation costs, assistance, program and activity descriptions, budgets, program expenditures, LMDA costs, results, data, evaluations, environmental assessments, analysis, participants, persons with disabilities,

women, visible minorities, Aboriginal, Employment Insurance claimants, former claimants, non-insured clients.
Format: Paper and electronic.
Program Record Number: HRSDC CCSB 003

Employment Client Services (CCSB)
Description: The services support clients in their job search and career planning by providing information related to jobs, work, learning, education, occupations, careers, labour market information and work place issues. Data sources include National Occupational Classification (NOC), Canadian Job Strategy, Participant Follow-up Survey, Jobs, Workers, Training and Careers Cluster (including Job Alert and Resume Builder) National Job Bank.
Note: Replaces HRSDC WAS 17.
Topics: Federal Government Employment Initiative.
Format: Diskette, Tape, Online.
Program Record Number: HRSDC CCSB 004

Job Bank / Job Match Services (CCSB)
Description: Provides data on jobs available, employers, job seekers, referrals to employment, and related data.
Note: Replaces HRSDC WAS 015.
Topics: Federal government employment initiative.
Format: Online.
Program Record Number: HRSDC CCSB 005

Strategic Evaluation (CCSB)
Description: Evaluation activities at the strategic level to support strategic policy development analysis, and to assess the socio-economic impacts of the government's large expenditure programs in terms of achievement of broad government policy objectives and coherence in terms of interaction with other programs and policies.
Note: Replaces HRSDC SPP 657.
Topics: Evaluation at the strategic level, including efficiency and effectiveness considerations of the government's large expenditure programs.
Format: Paper and electronic storage.
Program Record Number: HRSDC CCSB 006

Workers and Employers (CCSB)

Additional Labour Market Initiatives
Description: Directives, operational policies, coordination, correspondence, project information, briefings, methodologies, reports, analyses, systems, project descriptions, implementation costs, statistics and evaluations relating to Work-Sharing, the close-out of Work Sharing While Learning and the Temporary Fisheries Income Program.
Note: Renamed and replaces HRSDC HRI 195.
Topics: Development of directives and operational policies, assistance, program and activity descriptions, budgets, program expenditures, implementation costs, results, data evaluations, analysis, participants, persons with disabilities, fishers, employers, industries, occupations.
Format: Paper and electronic.
Program Record Number: HRSDC CCSB 007

Youth Services (CCSB)
Description: Information, briefings and correspondence, operational policies and procedures on employment programs to meet the needs of youth.
Note: Replaces HRSDC EMP 460.
Topics: Development of national operational policies, strategies and directives related to the Youth Employment Strategy, program information; e.g. Skills Link, Career Focus, and Summer Work Experience, which includes Summer Career Placements; Service Canada Centres for Youth; Partners in Promoting Summer Employment (PPSE); and the Youth Awareness Initiative.
Format: Paper, magnetic tapes and microforms.
Program Record Number: HRSDC CCSB 008

Integrity Services Branch (ISB)

Control and Detection (ISB)
Description: Information on all automated control programs supporting the administration of EI benefits programs.
Note: Replaces HRSDC EPPD 005 and HRSDC ICD 005.
Topics: Correspondence and communication with all stakeholders; publicity and evaluation of automated control programs.
Format: Paper, magnetic tape, cartridge, disk, computer files and electronic transmission.
Program Record Number: HRSDC ISB 051

Control Indicator System (ISB)
Description: This system is a tool used to analyze and detect fraudulent EI claims. The system extracts data from internal and external sources. It selects sorts and manipulates these large data files.
Note: Replaces HRSDC INS 017 and Control Insurance HRSDC INS 525.
Topics: Data sources include Records of Employment, EI claims information, Social Insurance Registry data, T4 Supplementary, taxpayer information on self-employed persons and T4e information.

Format: Paper, disk, computer files.
Program Record Number: HRSDC ISB 052

Integrity Operations Training Services (ISB)
Description: Design, development, delivery and maintenance of training material for classroom and Intranet use.
Note: Replaces HRSDC INS 028.
Topics: Training plans for new and revised procedures and ongoing training requirements.
Format: paper, disk, CD-ROM, Intranet.
Program Record Number: HRSDC ISB 053

Investigations (ISB)
Description: Information on guidelines, procedures, policies, strategies, operational reports, projects, advice and guidance on the various types of investigations, programs and initiatives related to the activities of Investigation and Control staff across the country.
Note: Replaces HRSDC ICD 015.
Topics: Correspondence and documents as described above on types of investigations (including formal, employer, selective, auxiliary); authorities of investigators; liaison with law enforcement agencies and other government departments (e.g., Canada Revenue Agency); prosecutions; major investigations activities; underground economy; legal issues.
Format: Paper, diskettes.
Program Record Number: HRSDC ISB 054

Program and Data Management (ISB)
Description: Information on overall planning; Information on Integrity performance; accessing from various existing databases to perform analyses and evaluations of current and planned Integrity policies and programs.
Note: Replaces HRSDC ICD 020.
Topics: Consultation on goals and objectives; operational planning; project outlines, general matters dealing with control of abuse and fraud; prosecutions and fines as well as statistics on penalties. Statistics, graphics, reports on performance.
Format: Paper, magnetic tape, disk, computer files.
Program Record Number: HRSDC ISB 055

Record of Employment (ROE) (ISB)
Description: Information on the processing of the Record of Employment (ROE) under Operations Branch's responsibility and second copies of the ROE under Integrity Services Branch's responsibility.
Note: Replaces HRSDC INS 270.
Topics: Procedures, guidelines and correspondence on the processing of the second copy of the ROE forms and maintaining the ROE information bank.
Format: Paper, microfilm and magnetic tapes.
Program Record Number: HRSDC OPS 56

Registration and Authentication Services (ISB)
Description: Information on the progressive development, implementation and operationalization of Registration and Authentication processes, business requirements, policies, procedures, and systems supporting access to service offerings hosted by Service Canada that require validation of a client's identity. Specialized research into global best practices dealing with concepts and solutions for Identity Management and Registration and Authentication initiatives, including protection against identity theft in its various forms, for all service channels and for all client groups – individuals, businesses/ employers and third parties. Information on cross-jurisdictional exploratory work around collaboration on client authentication.
Topics: Studies, research, analyses, correspondence, briefings, agendas and minutes from meetings, legal opinions, policies, directives, procedures, guidelines, training manuals, business requirements, development strategies, plans and schedules, systems specifications documentation, statistical reports, presentations, privacy impact analyses.
Format: Paper, electronic records, including CD-Rom.
Program Record Number: HRSDC ISB 057

Release of Information concerning SIN (ISB)
Description: Information on the release or exchange of SIN information.
Note: Replaces SDC SD 590.
Topics: Guidelines and correspondence on the release of SIN information to individuals, other government departments or agencies, and exchange of information and data with other government departments.
Format: Paper and computer files.
Program Record Number: HRSDC ISB 058

Social Insurance Number (SIN) Investigation Services (ISB)
Description: Information on guidelines and strategies for developing control programs and for conducting SIN investigations.
Note: Replaces SDC SD 023.
Topics: Guidelines, procedures, correspondence on SIN investigations; liaison with law enforcement agencies; operational reports; research projects;

functional guidance on SIN investigations; guidelines, and procedures for SIN prosecutions.
Format: Paper, disk, computer files, corporate memory data storage unit.
Program Record Number: HRSDC ISB 059

Social Insurance Registration (SIR) (ISB)
Description: Information on applying for Social Insurance Numbers and systems supporting administration of the SIN program.
Note: Replaces SDC SD 585.
Topics: Correspondence on legislative and regulatory proposals, processing of SIN applications, supporting documentation for Canadian citizens, permanent residents, and individuals who are neither, replacement SIN cards, amendment to SIN records, mass registration, internal control and issuance of SINs, production and activity reports, quality of service, initiatives to address the Auditor General's report on the management of the SIN and other studies on the SIN program, status reports, data bank of all SINs issued in Canada (used to validate SIN data), reports, and micrographics.
Format: Paper and magnetic tapes.
Program Record Number: HRSDC ISB 060

Internal Audit (IAB)
Description: Procedures and guidelines for the planning, conduct, and reporting of audit engagements. This includes Terms of Reference documents, support and reference documents (working papers) used by auditors to compile audit reports.
Note: Renames and replaces SDC PSD 005 and HRSDC EPP 005.
Topics: Annual and long-term planning documents, Internal Audit Handbook (guidance tools), Terms of Reference for audit engagements and Audit Reports.
Format: Internet, Intranet, electronic or paper
Program Record Number: HRSDC IAB 101

Marketing and Communications Branch (MCB)

Marketing and Communications (MCB)
Description: The Branch plays a vital strategic role in leading the 'branding' of Service Canada and the marketing of its programs and services to Canadians, Parliamentarians, employees, unions, and partners, in order to develop a federal presence and build knowledge and awareness of Service Canada and its service offerings.
Topics: Public opinion research, advertising initiatives and ongoing promotional activities including the production and maintenance of a growing family of brochures, fact sheets, posters and similar communications products that all facilitate fulfillment of Service Canada's fundamental corporate mandate of improved services delivery for all Canadians.
Format: Paper and electronic
Program Record Number: HRSDC MCB 126

Ministerial Communications Services (MCB)
Description: The Branch is responsible for establishing and leading the department's Ministerial Communications Strategy and leading the delivery of Ministerial and Executive services through two main business streams: Media Relations and Ministerial Communications Support. The Branch also coordinates and executes all announcements and news releases by the Minister and senior officials; ensures effective liaison and coordination with PCO for Ministerial events; ensures that all Ministerial communications services and products consistently reflect corporate branding, orientations and messages; leads the joint Service Canada Quick Response Team with HRSDC; and leads the Media Relations program to provide proactive services to the Minister and the Deputy Head and their Offices.
Topics: Media analyses, media lines and news clippings, communications products such as news releases, backgrounders, fact sheets, media advisories, speeches, media lines, questions and answers, scenario notes, and briefing notes for use at events, press conferences or ministerial announcements, list of potential and upcoming events, weekly calendar of planned ministerial activities, communications and marketing strategies, as well as plans for public announcement.
Format: Paper and electronic.
Program Record Number: HRSDC MCB 127

Ministerial Support and Events Management (MCB)
Description: The Branch works closely with Corporate Affairs and Ministerial Services in the daily Quick Response Team (QRT) meeting, whose purpose is to prepare the Minister for Question Period when the House is sitting, discuss issues that were raised in the media and ensure appropriate follow-up. Its aim is to act as a virtual early warning system and to assist the organization in identifying management actions that can address emerging issues proactively.
Topics: Ongoing list of potential and upcoming events, done in conjunction with the Privy Council Office, weekly calendar of planned ministerial activities, news releases and speeches, communications and marketing strategies as

well as plans for public announcements and opportunities. Also, communications products such as news releases, backgrounders, fact sheets, media advisories, speeches, media lines, questions and answers, scenario notes, and briefing notes for use at events, press conferences or ministerial announcements.
Format: Paper and electronic.
Program Record Number: HRSDC MCB 128

Office for Client Satisfaction (OCS)

Office for Client Satisfaction
Description: This Record describes distinct pieces of recorded information, regardless of physical form or medium that are collected, created or received through the initiation, conduct or completion of an organizational activity or individual activity on behalf of the institution. The record is comprised of operational and/or administrative records, and provides pointers to information being held by the federal institution within their record keeping system, and its description identifies the subject areas covered by institutional programs. Information contained in the records include names and addresses of individuals and may include date of birth, SIN or account numbers, benefit calculations, payment history and supporting documentation relating to all or any programs and services delivered by Service Canada.
Topics: Client feedback regarding programs and services delivered by Service Canada.
Format: Paper and electronic files, WebCIMS.
Program Record Number: HRSDC OCS 141

Operations Branch (OPS)

Agreements – International Policy and Agreements (OPS)
Description: Information on Canada's objectives in social security agreements; process for developing and implementing social security agreements; model provisions for agreements and administrative arrangements; provisions of specific agreements and how they affect eligibility for Canadian and foreign benefits.
Note: Replaces SDC SD 350.
Topics: Social security agreements in effect and administrative arrangements related to them by country; correspondence concerning agreements in effect or under negotiation; model provisions and explanatory notes.
Format: Paper.
Program Record Number: HRSDC OPS 160

Appeals (OPS)
Description: Policies, procedures, correspondence on the national appeals system and the EI Jurisprudence Library.
Note: Replaces HRSDC INS 210.
Topics: Policies and programs relating to appeals to the Board of Referees, the Umpire and the Federal Court of Appeal, appeal and decision files, analyses of decision files, individual requests for guidance, activity report, decisions of the Umpire, Federal Court and Supreme Court of Canada on the Internet in the EI Jurisprudence Library Website. The full text of the decisions is published and includes the names of appellants and interested parties.
Format: Paper, diskette, computer files, data bases.
Program Record Number: HRSDC OPS 161

Benefit Entitlement (OPS)
Description: Policies, guidance, briefings, and correspondence concerning the principles applied when making decisions on claims for benefits under the Employment Insurance legislation.
Note: Replaces HRSDC INS 190.
Topics: Establishing a benefit period, eligibility for benefits; interruption of earnings; antedating a claim; week of unemployment, earnings, voluntarily leaving an employment, misconduct, labour disputes, refusal of employment, availability for work, entitlement while outside Canada, sickness benefits, maternity benefits, parental benefits, compassionate care benefits, conditions and terms in relation to teachers, fishing benefits, claim procedure, reconsideration, amendment of a decision and error correction, false or misleading statements, write off of overpayments, Employment Benefits and Support Measures (Part II of the EI Act), evidence and proof.
Format: Paper, computer files and databases.
Program Record Number: HRSDC OPS 162

Benefit (Insurance) (OPS)
Description: Information on systems supporting administration of the Employment Insurance benefit program.
Note: Replaces HRSDC INS 515.
Topics: Correspondence, status reports.
The following is available on Electronic Data Processing (EDP) System: Benefit Pay Systems – processes applications for claims under the Employment Insurance Act and Regulations; processes the claimant's report, produces Employment Insurance payments; updates status of claims; maintains a history of overpayments; produces daily, monthly and quarterly statistical

reports on operations, overpayments and Employment Insurance fund accounting; produces T4e showing benefits paid and income tax deducted for each claimant; supports associated enquiry functions in local and regional offices.
Format: Magnetic tapes and paper.
Program Record Number: HRSDC OPS 163

Briefs and Representations (OPS)
Description: Information on recommendations for change of the Insurance Program and legislation.
Note: Replaces HRSDC INS 170.
Topics: Views and reactions to EI legislation, briefs on amendments to programs or legislation received from interested parties.
Format: Paper.
Program Record Number: HRSDC OPS 164

Canada Pension Plan Benefit Administration (OPS)
Description: Information on the record of earnings and contributions of CPP contributors, RRQ contributors identified as "dual contributors", contributor information program; entitlement, payment level, and maintenance data of dual contributors; division of earnings; child rearing drop-out, assignments, and information on the determination of disability for purposes of administering the CPP Disability Benefit Program.
Note: Replaces SDC SD 380.
Topics: Internal memoranda, directives, procedures, and guidelines on documentation, adjudication, entitlement, processing, maintenance, and historical information on the medical aspects of the CPP.
Format: On-line, magnetic tape, and paper.
Program Record Number: HRSDC OPS 165

Civil Service Insurance (OPS)
Description: Records of holders of life insurance policies issued under the Civil Service Insurance Act. Issuance of new policies was discontinued with the introduction of the Supplementary Death Benefit Plan in 1954.
Note: Replaces HRSDC INS 030.
Topics: Policies in force, death claims, surrenders, and premium records.
Format: Paper, details of terminated policies on microfilm by policy number.
Program Record Number: HRSDC OPS 166

Claims Analyses (OPS)
Description: Case files containing recommendations and decisions on complex or unique situations.
Note: Replaces HRSDC INS 200.
Topics: Legislative and regulatory basis for the area of concern, background and jurisprudence, relevant data of the case, decision and rationale.
Format: Paper, computer files.
Program Record Number: HRSDC OPS 167

Insurance Client Services (OPS)
Description: Information on front end service delivery, including Citizen Access Workstations (CAWS) for Employment Insurance benefits. Support of electronic payments, inquiries and provision of ongoing functional guidance.
Note: Replaces HRSDC INS 022.
Topics: Filing for benefits using CA WS at Service Canada Centres, electronic bi-weekly claim reporting and payment initiatives such as Teledec (automated telephone reporting), Interdec (reporting on-line) Direct Deposit, Tele-message (automated information service), Interactive Voice Response system liaison with Public works and Government Services for the direct deposit of benefits, correspondence and liaison with national and regional responsibility centres on topics related to claimant services and levels of performance. Development and update of the Corporate Letter book System and client forms, such as the paper application for Employment Insurance benefits.
Format: Paper and computer disks.
Program Record Number: HRSDC OPS 168

Canadian Occupational Projection System (COPS)
Description: Development of occupational labour market supply and demand related analyses and projections in the light of historical, current, and projected labour market conditions, using survey and other data gathered for these purposes.
Note: Replaces HRSDC SPP 635.
Topics: Analysis of economic, industrial and occupational employment growth projections and their implications; analysis of trends and projections in enrolments and graduations from educational and training institutions and subsequent labour market experiences of graduates.
Format: Paper and electronic.
Program Record Number: HRSDC OPS 169

Coverage and Premium Policy (OPS)
Description: Policies on the insurability of employment.
Note: Replaces HRSDC INS 175.
Topics: Correspondence on the insurability of employment; policy and legislative proposals; operational guidelines; agreements on the insurability of certain classes of workers; matters dealing with formal coverage rulings; insurability

appeals, liaison with Canada Revenue Agency (CRA): minutes of HRSDC/CRA Operation Committee; review of CRA rulings, activity reports.
Format: Paper, computer files.
Program Record Number: HRSDC OPS 170

Data Development (OPS)
Description: Information on projects associated with developing and maintaining HRSDC program data sources for the purposes of evaluation and research.
Note: Replaces HRSDC SPP 650.
Topics: Studies and projects on the development and maintenance of existing data systems for research and analysis purposes.
Format: Electronic and paper.
Program Record Number: HRSDC OPS 171

Employment Insurance Quality (OPS)
Description: Review of Employment Insurance claim files for the Comprehensive Tracking System, in keeping with an agreement with the Office of the Auditor General, and the Quality Management Initiative.
Note: Replaces HRSDC INS 285.
Topics: Correspondence with Service Canada Centres, the regions, concerning information contained in claimant files. Other activities include trends analyses, quality monitoring and accuracy of payment.
Format: Paper, EIQ's Online Quality Monitoring System, CTS 2003 (Web base reporting program) and Intranet.
Program Record Number: HRSDC OPS 172

Forms Development (OPS)
Description: Information on the development and control of forms.
Note: Replaces HRSDC INS 275.
Topics: Individual files containing requests for creating or revising forms, specifications, related correspondence.
Format: Paper and disk.
Program Record Number: HRSDC OPS 173

Index of Jurisprudence (OPS)
Description: Contains summaries of significant Umpire, Federal Court and Supreme Court decisions related to Employment Insurance benefit claims. The system can be searched by issue and sub-issues, name of claimant or judge, or decision number.
Note: Replaces HRSDC INS 240.
Topics: Employment Insurance claims that have been appealed.
Format: Electronic.
Program Record Number: HRSDC OPS 174

Inquiries (OPS)
Description: Inquiries to the Minister and Senior Commission officials.
Note: Replaces HRSDC INS 155.
Topics: Guidelines for handling inquiries, individual files showing the receipt, processing and preparation of replies, analyses of correspondence received reports.
Format: Paper.
Program Record Number: HRSDC OPS 175

Insurance (OPS)
Description: Information on systems supporting the administration of the Employment Insurance benefit program.
Note: Replaces HRSDC INS 018.
Topics: Employment Insurance program.
Format: Tape.
Program Record Number: HRSDC OPS 176

Insurance EiNET (OPS)
Description: Management of EI Internet and Intranet sites to ensure efficient communication of information on EI program and services.
Note: Replaces HRSDC INS 024.
Topics: Development of a strategy and content management process of the Web EI sites, maintaining updated information on the sites, ensuring EI's point of view is taken into account under the organizational frame of on-line access and active participation in clusters with external partners. Responsible for the E-Services promotion strategy.
Format: Computer disks.
Program Record Number: HRSDC OPS 177

Insurance Employer Support (OPS)
Description: Operational policies and procedures on the delivery of Insurance programs and services to employers, project files including statistics on a variety of employer service issues.
Note: Replaces HRSDC INS 026.
Topics: Operational procedures and guidelines pertaining to the Record of Employment (ROE) program for both claims for benefit and Canadian employers including the Record of Employment Guides for regular business and seasonal fishing; directives to employers with respect to ROE issues; regulatory proposals with respect to the records of employment; liaison with employer, non-Government Organizations and union representatives; correspondence with national and regional responsibility centres on topics related to Record of Employment, including Canada Revenue Agency and Department of Justice. Information on operating policies and procedures pertaining to the Record of Employment as it relates to Canadian

businesses and the ROE automation initiatives including ROE Laser Print application and the ROE Web application.
Format: Paper, disk, CD ROM, Intranet and Internet.
Program Record Number: HRSD OPS 178

Insurance Payment Operational Services (OPS)
Description: Information on clerical procedures in Service Canada Centres and regional Insurance Payment Operational Centres. Support of the Payments Automation project and provision of ongoing functional guidance, telephone support and advice to the Employment Insurance Tele-centres across Canada.
Note: Replaces HRSDC INS 263.
Topics: Procedures and operational guidelines pertaining to claims for benefit, policy and system changes that impact on clerical procedures, electronic bi-weekly claim reporting and payment initiatives such as Teledec, Direct Deposit and Mail Elimination, Automated Voice Response Enquiry System, liaison with Public works and Government Services for the direct deposit of benefits, liaison with the Department of Justice for the garnishment of benefits for family order agreements and with Canada Revenue Agency for the recouping of income tax debt from benefits, activity reports on electronic reporting, payment and telephone services, correspondence and liaison with national and regional responsibility centres on topics related to claimant services and levels of performance.
Format: Paper and computer disks.
Program Record Number: HRSDC OPS 179

Insurance Program Services (OPS)
Description: Operational policies and procedures on the delivery of insurance services and programs, project files, business requirements to develop and enhance systems related to legislative/regulatory changes and improved and modernized service.
Note: Replaces HRSDC INS 009.
Topics: Procedures, guidelines and business requirements for systems pertaining to claims for benefit, claim calculation, back-dating of claims, fishing benefits, work-sharing arrangements, assignment of benefits, advance payment of benefits and recovery of overpaid benefits, information on operating policies pertaining to sickness, maternity and parental claims, impact of postal disruptions on claims processing, monitored payment of benefits, representatives of claimants, transfer of claims, union hiring halls, Support System for Agents, Appliweb, hiring and remuneration of Insurance contract agents, liaison with union hiring halls, liaison with claimant groups, union and industry representatives, activity reports, correspondence with national and regional responsibility centres on topics related to claimant services such as operational guidelines, project activity and levels of performance, disclosure of Insurance information. Information related to liaison with the Department of Justice for the garnishment of benefits for family order agreements, with Canada Revenue Agency for the recouping of income tax debt from benefits and with U.S.A related to interstate claims.
Format: Paper, disk, CD ROM, Intranet and Internet.
Program Record Number: HRSDC OPS 180

International Agreements Application Systems (OPS)
Description: Information on the design of OAS, CPP, and international agreements application systems and information related to the EDP telecommunications system.
Note: Replaces SDC SD 355.
Topics: Systems studies, projects, reports and recommendations, telecommunications system, client and payment data.
Format: On-line, tape, and paper.
Program Record Number: HRSDC OPS 181

International Division (OPS)
Description: Information on the development and implementation of administrative arrangements and operational accords related to international Social Security Agreements; the entitlement, payment, and maintenance of International Agreement Accounts for Old Age Security and Canada Pension Plan and foreign benefits.
Note: Replaces SDC SD 390 and SDC ISP 390.
Topics: Administrative arrangements and operational accords, internal memoranda, directives, procedures, and guidelines on the documentation, adjudication, entitlement, processing, and maintenance of accounts, International Social Security Agreement booklets.
Format: Paper.
Program Record Number: HRSDC OPS 182

Interstate Benefits (OPS)
Description: Coordination of the interstate benefits activity: liaison with Federal Department of Labour and state workforce Adjustment Agencies of the United States (US).
Note: Replaces HRSDC INS 265.
Topics: Correspondence with Systems and regions, with individual states of the US, reciprocal agreements, operational procedures, activity reports.

Format: Paper and computer disks.
Program Record Number: HRSDC OPS 183

Interstate Benefits – 2 (OPS)
Description: Coordination of the interstate benefit activity and other special arrangements: includes operational procedures and activity reports.
Note: Replaces HRSDC INS 011.
Topics: Interstate Benefits.
Format: Diskette.
Program Record Number: HRSDC OPS 184

Management Services (OPS)
Description: Information on corporate and operational planning, monitoring and analysis of Employment Insurance performance and strategies.
Note: Replaces HRSDC INS 280.
Topics: Operational planning activities; operations assessment and monitoring; trend analyses and other reports of workload; resource utilization, determination and allocation; productivity; quality and performance measurements and accountability; reports on operational impact of proposals for legislative, policy and procedural change as well as departmental reporting.
Format: Paper and microcomputer disks.
Program Record Number: HRSDC OPS 185

Operations Division (OPS)
Description: OAS/CPP service delivery notices and procedures for frontline staff in administering the CPP/OAS programs; Operational Management Committee (OMC) minutes and documentation (historical); Processing Managers Forum (PMF) records of decision and documentation; OAS/CPP Resource Models and support documents; OAS/CPP process mapping documentation; Disability Operations Network (DON) minutes and documentation (historical); Disability Processing Managers records of decision and documentation; CPP Disability program procedures; and system support, training, and applications administration of the Rules Base System.
Note: Replaces SDC SD 009.
Topics: Service Delivery Bulletins, OMC minutes/documentation (historical), PMF records of decision/documentation, Disability processing Managers records of decision/documentation; Resource Model documentation, National Process Maps, and DON minutes/documentation (historical).
Format: On-line and paper.
Program Record Number: HRSDC OPS 186

Outreach (OPS)
Description: Information on client service delivery and programs to raise public awareness of CPP and OAS programs.
Note: Replaces SDC SD 344.
Topics: Client sample survey, briefing notes, communications proposals, and potential partnership.
Format: On-line, tape, and paper.
Program Record Number: HRSDC OPS 187

Premium Reduction Program (OPS)
Description: Information on policies and procedures pertaining to premium reduction and on the granting and control of Employment Insurance premium reduction for employers with qualified wage loss plans.
Note: Replaces HRSDC INS 205.
Topics: Legislative and regulatory proposals, policy statements, appeals, development of an approach to auditing employers, granting of Employment Insurance premium reductions to employers, operational procedures, employer applications, documentation, enquiries, complaints, etc.
Format: Paper, electronic historical data, and computer disks.
Program Record Number: HRSDC OPS 188

Premium Reduction System (OPS)
Description: Listing of employers by Business Registration Number account number, giving the reduced rate and brief summary of plans.
Note: Replaces HRSDC INS 012.
Topics: Premium Reduction Program.
Format: Server Database.
Program Record Number: HRSDC OPS 189

Program Coordination and Maintenance (OPS)
Description: Information on CPP/OAS programs and systems used in administering OAS/CPP, and information on the administrative aspects of applications program co-ordination for OAS and CPP benefit delivery.
Note: Replaces SDC SD 370.
Topics: Internal memoranda, directives, and guidelines on regional operations, design specifications, and operating instructions for the application systems.
Format: On-line, tape, and paper.
Program Record Number: HRSDC OPS 190

Record of Employment (ROE) (OPS)
Description: Information on the processing of the Record of Employment (ROE) under Operations Branch's responsibility and second copies of

the ROE under Integrity Services Branch's responsibility.
Note: Replaces HRSDC INS 270.
Topics: Procedures, guidelines and correspondence on the processing of the second copy of the ROE forms and maintaining the ROE information bank.
Format: Paper, microfilm and magnetic tapes.
Program Record Number: HRSDC OPS 191

Regional/NHQ Operations – Client Accounts (OPS)
Description: Information on the entitlement, payment, and maintenance of accounts for OAS and CPP benefits, appeals administration, assessment of risk of monetary errors and fraud, as well as detection activities.
Note: Replaces SDC SD 375.
Topics: Internal memoranda, directives, procedures, briefing notes, and guidelines on the documentation, adjudication, entitlement, processing, and maintenance of accounts, appeals, administration, reports, studies, surveys, and manuals.
Format: On-line, magnetic tape, and paper.
Program Record Number: HRSDC ISB 192

Reporting Database (OPS)
Description: Information on the design of the performance measurement systems for CPP, OAS, international agreements, telephony, and client interviews, and the extraction of client data for exchange with internal and external organizations.
Note: Replaces SDC SD 372.
Topics: System studies, projects, reports and recommendations, performance measurement systems, software for management, extraction of client data.
Format: On-line, tape, and paper.
Program Record Number: HRSDC OPS 193

Service Delivery (OPS)
Description: Correspondence, briefings, analysis, surveys, agendas, and minutes for Operations Working Group meetings, Service Canada Information System, and general information relating to Service Delivery Policy, citizen-centred services, and other service delivery issues across the Service Canada.
Note: Replaces SDC SD 001.
Topics: Service delivery and client service issues.
Format: Paper and electronic files, WEBCIMS.
Program Record Number: HRSDC OPS 194

Supplemental Unemployment Benefits System (OPS)
Description: List of employers whose Supplemental Unemployment Benefit plans meet the EI Regulations. The database contains details on the type of coverage provided, the number of employees covered, which employee groups are covered, how much they will be receiving and for how long. In the next few years, the industrial classification will also be added.
Note: Replaces HRSDC INS 008.
Topics: Supplemental Unemployment Benefit Plans.
Format: Clipper Micro-computer program.
Program Record Number: HRSDC OPS 195

Supplemental Unemployment Benefits Program (OPS)
Description: Information on policies pertaining to and the administration of the Supplemental Unemployment Benefit program.
Note: Replaces HRSDC INS 180.
Topics: Legislative and regulatory proposals; policies and guidance; activity reports, operational procedures, employer files containing submissions, enquiries, internal quality control, mainframe database of employers with approval plans, operation and statistical reports.
Format: Paper, electronic historical data and microcomputer disks.
Program Record Number: HRSDC OPS 196

Support Systems for Agents (OPS)
Description: Client data submitted via the application for EI Benefits, and employment history data collected from ROEs submitted in support of the EI application. These data are used to assess and calculate the client's claims for EI benefits; results are transmitted to OLIS for payment processing.
Note: Replaces HRSDC INS 013.
Topics: EI claim – specific.
Format: Local file server.
Program Record Number: HRSDC OPS 197

Support (Insurance) (OPS)
Description: Information on support for the implementation of Employment and Benefit EDP systems, including micrographics.
Note: Replaces HRSDC INS 530.
Topics: Correspondence; evaluation reports.
Format: Magnetic tapes and paper.
Program Record Number: HRSDC OPS 198

Unemployment Insurance Control (OPS)
Description: Information supporting control activities such as: Record of Employment;

overpayment detection data; employer registration (Premium Reduction) data; tracking debtors from employment records; comparison of claimant data to detect possible SIN and Employment Insurance abuse; benefit pay extracts, statistics; Family Orders and Agreements; and Employer Master file data.
Note: Replaces HRSDC INS 019.
Topics: Employment Insurance.
Format: Cartridge tape.
Program Record Number: HRSDC OPS 199

Policy, Partnerships and Corporate Affairs Branch (PPCA)

Corporate Affairs and Ministerial Services (PPCA)
Description: Liaison between the offices of the Minister, Secretary of State, and Deputy Head, and the department on issues related to briefing, Cabinet and Parliamentary Affairs including Cabinet documents, briefing notes/books, and speaking notes; Cabinet business lists, timetables and agendas; Question Period cards and transcripts; Parliamentary activities, Parliamentary Returns, written questions, petitions, motions and requests for documents; departmental briefings and upcoming events report; guidelines for drafting briefing notes and Cabinet documents, regulatory initiatives and international agreements.
Note: Formerly Cabinet and Parliamentary Affairs – SDC CMPA 046 and HRSDC SEC 046.
Topics: Analysis of Cabinet documents and advice to Ministers, information on Service Canada Cabinet Committees, Cabinet Committee agendas, anticipated questions in the House of Commons and recommended responses, transcripts of Question Period proceedings, Parliamentary Correspondence and replies, House motions, petitions and document requests and replies; requests for briefings and replies; information on upcoming events involving the Minister, Deputy Head, HRSDC and senior officials.
Format: Paper and computer disks.
Program Record Number: HRSDC PPCA 226

Corporate Planning Accountability (CPA) (PPCA)
Description: Development of Corporate records such as the Annual Corporate Business Plan, Strategic Plan, Accountability Protocol, and Environmental Scan; Report on Planning and Priorities, Departmental Performance Report and the DM/Clerk Accord and Corporate Risk Profile.
Note: Replaces HRSDC EPP 034 and SDC CMPA 034.
Topics: Information on the Service Canada's mission, mandate, operating environment, including its strategic objectives and strategic priorities.
Format: Paper and electronic, including CD ROM.
Program Record Number: HRSDC PPCA 227

Group Services (PPCA)
Description: Accountable for the provision of a diverse set of responsibilities pertaining to the management, control and delivery of all human resources, financial, and Administrative functions to support the offices of the Minister, Deputy Head and Corporate Affairs.
Note: Replaces HRSDC SEC 039.
Format: Paper.
Program Record Number: HRSDC PPCA 228

Ministerial Correspondence and Corporate Services (MCCS)
Description: Contextual analysis and expert advice and support to the Minister and Deputy Head in response to complex/controversial correspondence; preparation of written responses and corporate quality control/editing for final replies; tracking and reporting on correspondence and write-in campaigns addressed to or prepared for the Minister/Deputy Head; identification of current and historic trends from Ministerial correspondence; guidelines for the preparation of Ministerial and Deputy Head correspondence; operational services relevant to prioritization, Minister's signature books, recording, storing and retrieval capacity.
Note: Replaces HRSDC SEC 031.
Topics: Analysis and action of memoranda and incoming correspondence (paper and internet), with control mechanisms and reporting capacity (reports and trends); researches and writes replies for the Minister's or Deputy Head's signature; co-ordinates, writes and distributes guidelines on correspondence of the Minister and the Deputy Head.
Format: Paper and magnetic media. Information is retrievable by personal identifier, including names of individuals and file numbers, from the CS-CIMS. The personal information contained in the correspondence is not used for an administrative purpose.
Program Record Number: HRSDC PPCA 229

Planning and Results Measurement (PPCA)
Description: Information on planning and corporate briefing.
Note: Replaces SDC SDS 371.
Topics: planning documents.

Format: On-line, tape, and paper.
Program Record Number: HRSDC SDS 230

Shared Services with Human Resources and Social Development

Chief Financial Officer (CFO)

Emergency Preparedness (CFO)
Description: Information on legislation, policy, correspondence, and contingency plans relating to local, regional, national, or international emergencies that affect Service Canada and HRSDC emergency support operations.
Note: Replaces HRSDC FAS 050 and SDC FAS 050.
Topics: Policy, legislation, publications, and manuals concerning emergency preparedness, national emergencies (as outlined in the Emergencies Act, 1988), and administration of emergency preparedness organizations; committee reports, briefs, submissions, and plans of action on international or interdepartmental liaison and measures; regional emergency plans; specific plans (local office) for localized disasters (natural or technological); training courses and exercises.
Format: Paper.
Program Record Number: HRSDC CFO 251

Grants and Contribution File Reviews – The National Grants and Contributions Performance Tracking Directorate (CFO)
Description: Service Canada and HRSDC quality control mechanism to measure improvements and administration of grants and contribution programs, and support documents used by Service Canada and HRSDC senior management. Executing and reporting of file review and financial review verifications of Grants and Contributions programs.
Note: Replaces HRSDC FAS 060 and SDC FAS 060.
Topics: Performance Tracking Directorate Annual Progress Reports, Tools and Methodologies.
Format: Microcomputer diskette, Internet, intranet, or paper.
Program Record Number: HRSDC CFO 252

Security (CFO)
Description: Policy guidelines and general correspondence on matters related to the Departmental Security Officer role as defined by the Treasury Board and other lead agencies in security including the Royal Canadian Mounted Police, Office of the Privacy Commissioner, Communications Security Establishment and the Canadian Security Intelligence Service. These are organized into four main business lines of corporate security, emergency planning, internal investigations and regional operations.
Note: Replaces HRSDC FAS 055 and SDC FAS 055.
Topics: Policies and procedures on personnel, physical, communications, IT administrative security; administrative investigations; working relationships with lead agencies and Departmental Security Officers of other Departments; minutes of meetings; briefs, reports, plans.
Format: Paper, Intranet.
Program Record Number: HRSDC CFO 253

Innovation, Information and Technology Branch (IITB)

Control Management Services (IITB)
Description: Statistical information on investigation results.
Note: Replaces SDC SYS 007.
Topics: Statistics.
Format: Diskette.
Program Record Number: HRSDC IITB 276

Modernizing Service for Canadians (IITB)
Description: General information holdings consist of presentations, decks, briefings, notes, research papers and reports, as well as project-related documentation.
Note: Replaces SDC SYS 010.
Topics: Call Centre Harmonization, Communication and Stakeholders Plan/Concept Centre, Enterprising Human Resources, Enterprise-Wide Service Strategy and Integrated Channel Management, E-Payroll, Government On-Line Foundations Projects, Government On-Line Investment Projects, Information Management/ Information Technology Renewal, In Person/ Service Canada, Integrity, Modernizing Service for Canadians Project Management, Privacy and Security, Simplification and Information Management, and Strategic Partnership Framework.
Format: Intranet and CD-ROM.
Program Record Number: HRSDC IITB 277

People and Culture Branch (PCB)

Competency-Based Management Web Suite
Description: This bank contains information on the implementation of competency-based management in Service Canada and HRSDC.
Note: Replaces HRSDC HRS 010 and SDC HRS 010.
Topics: National competency dictionary, competency profiles, learning plan, learning toolkit, resource toolkit, learning resources.

Format: Web site application, paper, diskette, computer records.
Program Record Number: HRSDC PCB 286

Human Resources Planning (PCB)
Description: Database containing information on the efficient management of personnel.
Note: Replaces HRSDC HRS 025 and SDC HRS 025.
Topics: Corporate policies, strategies, and discussion papers.
Format: Paper, computerized files.
Program Record Number: HRSDC PCB 287

Official Languages Complaints (PCB)
Description: Program records include the official languages complaints lodged with the Commissioner of Official Languages with reference numbers.
Note: Replaces HRSDC HRS 035 and SDC HRS 035.
Topics: The date, time, and office location where the alleged incident occurred and any other supporting documentation pertaining to the complaint.
Format: Paper, computer files.
Program Record Number: HRSDC PCB 288

Personnel Assessment (PCB)
Description: Assessment tools related to resources and recruitment.
Note: Replaces HRSDC HRS 040 and SDC HRS 040.
Topics: This bank contains articles, research reports, manuals, correspondence, training materials and assessment tools related to resource and recruitment in Service Canada and HRSDC.
Format: Paper, computerized files.
Program Record Number: HRSDC PCB 289

Pilot Project in Development of a Disability Management Policy (PCB)
Description: Information collected from multiple federal department employees participating in the Pilot Project in Disability Management in regards to work related disability issues. The records contain medical records, attending physician's reports and return-to-work plans for the purpose of assisting employees of the participating institutions with their workforce reintegration.
Note: Replaces SDC HRS 045.
Topics: Workforce reintegration; return-to-work process; disability management; rehabilitation, injury; illness.
Format: Paper, computerized files.
Program Record Number: HRSDC PCB 290

Standard Program Records

Please see the INTRODUCTION to this publication for the definition of Standard Program Records and a description of their contents.

Access to Information and Privacy Requests

Accounts and Accounting

Acts and Legislation

Administration

Administration and Management Services

Audits

Automated Document, Records, Information Management Systems

Business Continuity Plans

Budgets

Buildings

Buildings and Properties

Classification of Positions

Co-operation and Liaison

Information Technology Services

Employment and Staffing

Equipment and Supplies

Finance

Furniture and Furnishings

Hospitality

Human Resources

Lands

Occupational Health, Safety and Welfare

Office Appliances

Official Languages

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Particular Personal Information Banks

Human Resources and Social Development Canada (HRSDC)

Employment Programs Policy and Design (EPPD)

Government Annuities (EPPD)

Description: Contains the annuitant's contract number, name, SIN, sex, date of birth, beneficiary, address, records of employment with group policy holders, bank account number as well as premiums, annuity purchased or being paid, contract terms and conditions and taxation information. The bank may be accessed by use of a contract number if it is known.
Class of Individuals: People who bought government annuity as private individuals or through pension fund contributions.
Purpose: To administer annuity contracts.
Consistent Uses: The information is shared for administrative purposes with Public Works and Government Services Canada. It is also shared with Canada Revenue Agency – Taxation and Revenu Québec. It may also be provided to private sector research firms for planning, statistics, research, and evaluation.
Retention and Disposal Standards: Files are destroyed 5 years after all benefits from the annuities have been paid.
RDA Number: 69/115
Related PR#: HRSDC EPPD 545
TBS Registration: 002395
Bank Number: HRSDC PPU 395

List of Chairpersons and Members of Boards of Referees (EPPD)

Description: Contains names, addresses, experience and work histories.
Class of Individuals: Chairpersons, members of Boards of Referees.
Purpose: To maintain a list of chairpersons and members of Boards of Referees who hear appeals against Commission decisions to deny employment insurance benefits.
Consistent Uses: May be used for planning, statistics, and research purposes.
Retention and Disposal Standards: Disposition under review. No record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC EPPD 210
TBS Registration: 002364
Bank Number: HRSDC PPU 195

Human Resources and Corporate Management Branch (HRCM)

Application for employment (HRCM)

Description: Information in the bank includes resumés and related correspondence of persons interested in working for HRSDC and requests for transfers from employees of other departments within the federal government.
Note: Formerly Corporate Management and Public Affairs Branch.
Class of Individuals: All applicants for employment with HRSDC are identified in the bank.
Purpose: The purpose of the bank is to maintain a record of applications for employment with HRSDC.
Consistent Uses: The information may be provided to private sector research firms for the purposes of planning, statistics, research, and evaluation.
Retention and Disposal Standards: Solicited and unsolicited applications that have been considered in a staffing process are retained for 2 years and then destroyed. Unsolicited applications that have not been considered in a staffing process are retained for 6 months and then destroyed.
RDA Number: 98/005
Related PR#: HRSDC HRCM 025 and HRSDC HRCM 040
TBS Registration: 005818
Bank Number: HRSDC PPU 420

Labour Program (LAB)

Canada Labour Code Part II – Occupational Health and Safety (LAB)

Description: Information contained in this bank includes reports records dealing with health and safety matters in the workplace. The files contain information obtained during the course of an investigation, inspection or counselling activity.
Class of Individuals: Employees, employers and unions subject to federal jurisdiction.
Purpose: Record, enquire into and resolve various issues in connection with the application of the Canada Labour Code Part II (Occupational Health and Safety).
Consistent Uses: To determine if a violation exists under the Canada Labour Code, if the violation can be resolved between the parties, or if legal action is necessary. The information is used for statistical, planning and audit purposes. It may be used to provide information collected to a third party for the purpose of policy analysis, research and evaluation. It may also be provided to a third party for translation and transcribing

purposes. The information may also be disclosed for the administration of a program or an activity of HRSDC.
Retention and Disposal Standards: Records are retained for 10 years and then transferred to Library and Archives Canada.
RDA Number: 69/131
Related PR#: HRSDC LAB 240
TBS Registration: 003326
Bank Number: HRSDC PPU 024

Canada Labour Code Part III – Labour Standards (LAB)

Labour Standards (LAB)
Description: Information contained in this bank includes reports and records dealing with labour standards in the workplace. The files contain information gathered during an investigation, inspection or counselling activity.
Class of Individuals: Employees, employers and unions subject to federal jurisdiction.
Purpose: Record, enquire into and resolve various issues in connection with the application of the Canada Labour Code Part III (Labour Standards).
Consistent Uses: To determine if a violation exists under the Canada Labour Code, if the violation can be resolved between the parties, or if legal action is necessary. The information is used for statistical, planning and audit purposes. It may be used to provide information collected to a third party for the purpose of policy analysis, research and evaluation. It may also be provided to a third party for translation and transcribing purposes. The information may also be disclosed for the administration of a program or an activity of HRSDC or SDC.
Retention and Disposal Standards: Records are retained for 2 years after settlement of complaint and then destroyed.
RDA Number: 69/135, Amendment no. 4
Related PR#: HRSDC LAB 180
TBS Registration: 000445
Bank Number: HRSDC PPU 006

Conciliation Commissioner/Board Members Files (LAB)
Description: Information contained in this file includes names, addresses of non-governmental persons who have either acted for Dispute Resolution Services, FMCS in the role of conciliation commissioners and board chairpersons, or who possess the required experience and qualifications to undertake third party work. In some cases, the files contain curricula vitae relating to the person's involvement in industrial disputes at the provincial level, or in respect of the service.
Class of Individuals: Canadian citizens.
Purpose: To assist FMCS in recommending suitable persons to act as conciliation commissioners and board chairpersons in reaching settlements of collective bargaining disputes, pursuant to the jurisdiction of the Canada Labour Code, Part I.
Consistent Uses: To maintain a list of qualified persons.
Retention and Disposal Standards: Records are destroyed 2 years after a person advises the Director General, FMCS that they no longer wish to be considered for the position of Conciliation Commissioner or Conciliation Board Chairperson.
RDA Number: 70/004, Amendment no. 1
Related PR#: HRSDC LAB 040
TBS Registration: 000451
Bank Number: HRSDC PPU 036

Federal Mediation and Conciliation Service - Client Access Management System (LAB)
Description: Information contained in the automated file includes names, addresses, telephone and facsimile information for dispute resolution professionals and persons who have been the recipients of FMCS services.
Class of Individuals: Canadian citizens.
Purpose: Mailing list. Portions of the list may be provided to a third party for the purpose of policy analysis, research and evaluation.
Consistent Uses: To maintain an up-to-date mailing list.
Retention and Disposal Standards: Disposition under review. No record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC LAB 145
TBS Registration: 005225
Bank Number: HRSDC PPU 050

Government Employees Compensation - Compensation Claim Files (LAB)
Description: Information contained in this bank includes reports of accidents, claims for compensation, supporting medical documents, correspondence and records of monies paid.
Class of Individuals: Federal government employees and seamen employed on vessels registered in Canada. Suitable proof of identification will be required from those r equesting access.
Purpose: To record all claims for compensation under the Government Employees' Compensation Act and the Merchant Seamen Compensation Act.
Consistent Uses: To establish validity of claims

and to determine claimants' monetary entitlement.
Retention and Disposal Standards: Files are retained for 5 years after merchant seamen claims settled and 3 years after federal government employees' claims are settled; the complete paper files are microfilmed and then the paper files are destroyed. Microfilms are retained for 100 years and then destroyed.
RDA Number: 69/089, Amendment no. 1
Related PR#: HRSDC LAB 025
TBS Registration: 000450
Bank Number: HRSDC PPU 032

Government Employees Compensation – Inmates Injury Compensation (LAB)
Description: Information contained in this bank includes accident reports, claims for compensation, supporting medical documents, correspondence and records of sums of money paid.
Class of Individuals: Inmates and former inmates of federal penitentiaries. Proof of identification to consult the files may be required before access is granted.
Purpose: To record all claims under the Correctional System and Conditional Release Regulations.
Consistent Uses: To establish the validity of claims and determine inmates' monetary entitlement.
Retention and Disposal Standards: Files are retained for 5 years after settlement of the claim; the complete paper files are microfilmed and then the paper files are destroyed. Microfilms are retained for 100 years and then destroyed.
RDA Number: 84/013
Related PR#: HRSDC LAB 235
TBS Registration: 000449
Bank Number: HRSDC PPU 026

International Labour Organization – Conference (LAB)
Description: Information contained in this bank includes recommendations for payment, claims, invoices, contracts, transportation costs or tickets, hotel bills, hospitality claims and correspondence related to their costs, copies of cheque requisitions, proof of claims, journal vouchers with regard to salary changes, and standing advances.
Class of Individuals: Canadian citizens residing in Canada.
Purpose: To record all sums of money (accounts payable) to an individual attending an International Labour Organization conference.
Retention and Disposal Standards: Records are retained for 6 fiscal years and then destroyed.
RDA Number: 99/004
Related PR#: HRSDC LAB 120
TBS Registration: 000455
Bank Number: HRSDC PPU 064

Laboratory Recording and Reporting System (LAB)
Description: The Laboratory Recording and Reporting System is a multifunction database for recording investigations of occupational health and safety. The information holdings include employers, employer work sites, chemical exposure levels, industry sectors, work functions and an array of instruments used to conduct safety and health investigations. The names, telephone numbers and work addresses of active and retired Labour Program Inspectors are contained within the database. The database contains laboratory reports of chemical analyses conducted for workers within the federal jurisdiction of labour. The database contains calibration records for field deployable instruments that have been maintained by the Industrial Hygiene Laboratory on behalf of the Labour Program and external partners such as Transport Canada.
Class of Individuals: Individuals identified in the data bank are inspectors and officials employed for the delivery of occupational heath and safety. Employers within the federal jurisdiction of labour are identified, as are their worksites across Canada. Employees are not identified by name, however work functions are identified for worksites, example, sweeper within a grain elevator, bank teller, stevedore, etc.
Purpose: The database has a single focus, to assist in identifying unhealthy worksites and chemical dangers for the purpose of occupational heath and safety. The information bank is the record of occupational health and safety inspections by Labour Program and Human Resources and Skills Development Canada in the investigations into worker exposures for hazardous physical and chemical substances. The database identifies worker exposures to asbestos fibres, benzene, solvents and a variety of other workplace substances and relates exposure to these substances by workers at Canadian worksites within the federal jurisdiction. This database has also been used to create field sampling forms, which contain the names of individual workers who have willingly participated in sample collection at their worksite. The Industrial Hygiene Laboratory Information holdings go back to 1979-1980. Electronic information exists from 1984 until the present.

Consistent Uses: The information may be used for statistical purposes. The information may also be shared with provincial workers' compensation boards.
Retention and Disposal Standards: Disposition under review. No record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC LAB 240
TBS Registration: 005123
Bank Number: HRSDC PPU 051

Labour Adjustment Benefits Claim File Local Office (LAB)
Description: May contain summary employment data for up to 35 years, proof of age, notification of qualification and non qualification, correspondence regarding overpayments, entitlement information on certification and other related matters. The bank may also record the weekly payments, deductions, date on which the person will be 65 years old, and any information concerning interviews held with HRSDC staff.
Class of Individuals: Individuals claiming labour adjustment benefits.
Purpose: The administration of the Labour Adjustment Benefits Program.
Consistent Uses: Information may be shared with the Labour Adjustment Review Board, and with the RCMP in cases of fraud. It may also be used within HRSDC and by private sector research firms for statistical, planning, internal audit, research and evaluation purposes.
Retention and Disposal Standards: Disposition under review. No record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC LAB 185
TBS Registration: 002368
Bank Number: HRSDC PPU 220

Non-smokers' Health Act (LAB)
Description: Information contained in this bank includes reports and records dealing with matters related to the application of the Non-smokers' Health Act in workplaces under federal jurisdiction. The files contain information obtained during the course of inspections, investigations, counselling/ promotion activities and/or the service of a ticket or prosecutions.
Class of Individuals: Employees and employers under federal jurisdiction as well as members of the public in workplaces under federal jurisdiction.
Purpose: Record, enquire into and resolve various issues in connection with the application of the Non-smokers' Health Act.
Consistent Uses: To determine if a violation exists under the Non-smokers' Health Act, if the violation can be resolved by the employer, or if legal action is necessary. The information is used for statistical and planning purposes.
Retention and Disposal Standards: Disposition under review. No record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC LAB 041
TBS Registration: 005275
Bank Number: HRSDC PPU 098

Unjust Dismissal Adjudicators, Grievance Arbitrators and Wage Recovery Referees (LAB)
Description: Information contained in this bank includes names, addresses, curricula vitae of the indivuals available for Ministerial Appointment of unjust dismissal adjudicators, grievance arbitrators and wage recovery refeferees.
Class of Individuals: Canadian citizens.
Purpose: To assist FMCS in recommending suitable persons to act as grievance arbitrators unjust dismissal adjudicators, and wage recovery referees pursuant to the Canada Labour Code, Part I and Part III.
Consistent Uses: To maintain a list of qualified persons.
Retention and Disposal Standards: Disposition under review. No record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC LAB 045
TBS Registration: 000452
Bank Number: HRSDC PPU 041

Workplace Information Directorate – Information Services Database (LAB)
Description: Information contained in this bank includes names, addresses and/or telephone numbers and/or e-mail addresses of clients of the Workplace Information Directorate's Information service.
Class of Individuals: Human resources and industrial relations practitioners and the general public in Canada and abroad.
Purpose: To receive and respond to requests for information on collective bargaining and industrial relations.
Consistent Uses: To record client information for response and follow-up
Retention and Disposal Standards: No record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC LAB 145

TBS Registration: 005227
Bank Number: HRSDC PPU 059

Workplace Information Directorate - Marketing Database (LAB)
Description: Information contained in this bank includes names and e-mail addresses of subscribers/users of the Workplace Bulletin subscribers.
Class of Individuals: Human resources and industrial relations practitioners in Canada and abroad.
Purpose: To maintain subscriber information for product delivery and follow-up purposes.
Retention and Disposal Standards: Disposition under review. No record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC LAB 145
TBS Registration: 005226
Bank Number: HRSDC PPU 060

Learning Branch

Canada Education Savings Grant Program (CESG) (NDP)
Description: This data bank contains information on Registered Education Savings Plans (RESPs), including first and last names, Social Insurance Numbers (SINs), addresses, dates of birth, and sex for RESP beneficiaries, their Primary Caregiver and RESP contributors. It also includes financial information related to RESPs, the financial institution Business Number, personal and financial information provided by the Canada Revenue Agency (CRA) and CESG/CLB/A-grant processing information. The data bank uses the beneficiary SIN as the primary identification field. The beneficiary's SIN is collected under the authority of Canada Education Savings Act.
Class of Individuals: Individuals identified in this data bank are contributors (subscribers) to or beneficiaries of Registered Education Savings Plans as well as beneficiaries' primary caregiver (PCG). Beneficiaries aged 0-17 are eligible for CESG and the A-grant based upon contributions made to RESPs. Beneficiaries are also eligible for the CLB if a National Child Benefit Supplement or a special allowance under the Children's Special Allowance Act is payable in their respect.
Purpose: The information in this data bank is used for the administrative purpose of processing requests for the Canada Education Savings Grant, the Canada Learning Bond and the Alberta Centennial Education Savings Grant. This data bank maintains information on CESG/CLB/A-grant beneficiary accounts, based upon transactions sent to HRSDC from the Canada Revenue Agency (CRA), banks, mutual fund companies and educational trust funds. This data bank is used to account for all amounts of the CESG, CLB, A-grant paid for beneficiaries. A validation is performed on all transactions to determine grant eligibility.
Consistent Uses: This data bank is used for program management, evaluation and policy analysis purposes, including program monitoring, conducting socio-economic analyses and forecasting statutory payments of CESG, CLB and A-grant. The beneficiary's SIN is validated with the Social Insurance Number Registration data bank (number SDC PPU 390) to determine grant eligibility. The personal information in this data bank may be disclosed to the Canada Revenue Agency for RESP registration and to determine the CESG rate the beneficiary is eligible to receive. The information may also be disclosed to Statistics Canada for program evaluation purposes under the same legislative authority.
Retention and Disposal Standards: Disposition under review. No record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC NDP 005
TBS Registration: 005100
Bank Number: HRSDC PPU 506

Canada Student Loans (Full Time & Part-Time) – Computer Loans Master File (NDP)
Description: This bank includes information about individuals who have borrowed money through the Canada Student Loans Program. Data includes individual loan documentation, social insurance number, name, date of birth, sex, correspondence and detailed information on personal financial circumstances related to the borrower, including a borrower's repayment information. May also contain information regarding potential infractions and other related matters. The Social Insurance Number Registration may be used to verify the applicant's name, social insurance number, date of birth and sex. This databank also includes information on borrowers who applied for Interest Relief and Debt Reduction in Repayment and includes data on their family size, gross family income, monthly Canada student loan payment amounts and the date and duration of Interest Relief and the date and approved amounts of reductions in principal of a student loan. In addition, information related to claims paid as a result of a student being in arrears on their loan payments on the guaranteed loans portfolio and

for loans returned to the government on the direct loans portfolio (Loans issued after August 2000) of the Canada Student Loans Program. Information on claims paid as a result of a student's death or disability are also included in this databank. The information is copied from the following databanks: the data files exclusive to student loans of the Departmental Accounts Receivable System (DARS) from the Department of Human Resources and Social Development; Student loans and grants application and assessment information, as processed by participating provincial/territorial governments on behalf of HRSDC. All personal identifiers are masked and are only unmasked through limited and approved procedures for specific projects, e.g. to conduct a survey of clients. Individuals seeking access to this information bank must provide name, social insurance number and date of birth, and may only access their own records.
Class of Individuals: Individuals with Canadian citizenship or landed immigrant status or protected person at the time of loan authorization.
Purpose: To monitor loan disbursements and repayments to enable interest subsidies to be paid; to provide a legal basis for collecting debts due the Crown, and to monitor activity on a defaulted borrower's account; and for evaluation, research and policy analysis of various socio-demograhic characteristics of specified cohorts of CSLP clientele to produce forecasting reports; interest relief and debt reduction analysis; needs assessment of loan applicants analysis and default and recovery analysis. In addition, the bank maintains information on the history of student loan and grant recipients in a form useful for research, evaluation and policy analysis. It is used for the research and for the evaluation of students' financial needs, loans and grants disbursed, in-study interest subsidy benefits, debt management measures, and to elaborate or modify policies related to the program.
Consistent Uses: Information may be shared for the purposes of administering the Canada Student Loans Program; information may also be shared with provinces/territories and other third parties for program delivery, statistics, planning, internal audit, research and evaluation.
Retention and Disposal Standards: Records are retained for a minimum of 10 years and a maximum of 60 years and then destroyed.
RDA Number: 83/025
Related PR#: HRSDC NDP 042
TBS Registration: 000485
Bank Number: HRSDC PPU 030

Social Development Sectors Branch (SDS)

Inter-Country Adoption – Case Files (SDS)
Description: Contains confidential information relating to the international adoption of children, i.e., personal information about the prospective parents (may include employment and income, police statement, home study, etc.) and about the child (birth date, birth place, social and medical history, etc.); correspondence between provinces, the federal government, and foreign governments and institutions.
Class of Individuals: Parents wishing to adopt children from other countries and children available for adoption.
Purpose: To facilitate the international adoption process.
Consistent Uses: Information is used by HRSDC for the sole purpose of conducting business between provincial/territorial adoption authorities and foreign authorities.
Retention and Disposal Standards: Retained for 2 years after the adoption order is received and then destroyed.
RDA Number: 93/040
Related PR#: HRSDC SDS 350
TBS Registration: 003490
Bank Number: HRSDC PPU 218

Persons with Disabilities (SDS)

Opportunities Fund for Persons with Disabilities (SDS)
Description: Participant and agreement holder information relating to the Opportunities Fund (OF) for Persons with Disabilities, which is an employment program to help persons with disabilities to prepare for and obtain employment or self-employment. Personal information collected may include, mailing address, telephone number, gender, marital status, SIN, education, self-identification of permanent physical or mental disability, as well as information on the services they have used. This information is under the administration of HRSDC.
Note: "Eligible participant" means a person with a disability who is unemployed, legally entitled to work in Canada, requires assistance to prepare for or obtain employment or become self-employed. An individual must self-identify as having a permanent physical or mental disability.
Class of Individuals: Individuals and individuals representing organizations that have applied to and/or are under agreement to assist in the

delivery of or participate in Opportunities Fund services.
Purpose: This information is used to administer and monitor the effectiveness of the Opportunities Fund through evaluation activities, as well as maintaining information about individuals and organizations who have applied to and/or are under agreement to help deliver or participate in Opportunities Fund services.
Consistent Uses: As in-person services are delivered by HRSDC and/or Service Canada, HRSDC collects the participant and contractor information to administer the Consolidated Revenue Fund program. Human Resources and Social Development Canada uses the information for program accountability and evaluation purposes. The information may also be shared with other HRSDC branches for statistical, planning, research, internal audit, and evaluation purposes. As per the Treasury Board Secretariat policy on the Use of the Social Insurance Number, the Opportunities Fund is an authorized user of the SIN.
Retention and Disposal Standards: Disposition to be decided. No Record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC SDS 195 and HRSDC SDS 395
TBS Registration: 006232
Bank Number: HRSDC PPU 300

Strategic Analysis, Audit and Evaluation Branch (SAAE)

Canada Out Of Employment Panel (COEP) Databank (SAAE)
Description: This bank contains information on individuals who are out of employment following a job separation and, in particular, UI/EI clients. The information is obtained through a survey called the Canada Out of Employment Panel (COEP) conducted by Statistics Canada. The survey is designed to collect a range of information for each respondent, including demographics, employment history, job search activity, training activity, the collection of UI/EI benefits and changes in household income and consumption. COEP was designed in 1996 to provide research data on out of employment Canadians prior to and following, the 1996 changes to the EI Act.
Note: Formerly Strategic Policy and Planning Branch.
Class of Individuals: Survey participants are randomly selected from among those who had a job separation roughly one year before the first set of survey interviews. There is a second set of survey follow-up interviews nine months after the first set of interviews. This includes both those who claimed UI/EI benefits and those who did not claim UI/EI. Only those participants who gave their informed consent to the survey and to sharing their survey data with HRSDC are included in the databank.
Purpose: The purpose of the bank is to provide and maintain timely and detailed individual and household-level data on job-leavers. The information permits the monitoring and evaluation of how individuals, communities and the economy have adjusted to unemployment and to changes in the EI system. The data are also used to meet the yearly requirements of the Monitoring and Assessment Report to Parliament.
Consistent Uses: The databank is collected and maintained to provide data for EI and labour market evaluation purposes.
Retention and Disposal Standards: Survey results at HRSDC will be kept for 10 years. Information at Statistics Canada is kept in accordance with their retention and disposition policy.
RDA Number: 2002/005
Related PR#: HRSDC SAAE 630
TBS Registration: 005001
Bank Number: HRSDC PPU 229

Employment Insurance Databank (EID) (SAAE)
Description: This bank may contain the following information on clients applying to and/or participating in EI programs operated or funded by HRSDC: Client's Social Insurance Number, gender, date of birth, name of the person, detailed information on periods of employment and unemployment, eligibility for employment insurance, training courses taken and other employment services received. The information is extracted from the following banks: The Record of Employment bank (HRSDC PPU 385);The Benefit and Overpayment Master File bank (HRSDC PPU 180); The Employment Benefits and Support Measures bank (HRSDC PPU 293); The Employment Programs and Services bank (HRSDC PPU 071); Social Insurance Number Registration bank (SDC PPU 390); Common System for Grants and Contributions (HRSDC PPU 298).
Class of Individuals: Individuals having experienced a job loss, applied for EI or participated in HRSDC Employment programs, administered by HRSDC or third parties, and HRSDC funded services administered by

Provincial/Territorial Governments under Labour Market Development Agreements.
Purpose: The purpose of the bank is to maintain information on the work history of EI claimants in a form useful for research and analysis. It is used for the research and for the evaluation of employment and income support programs and to elaborate or modify policies related to these programs. The bank is used exclusively for policy formulation, research and evaluation purposes and cannot be used for any administrative purpose. All personal identifiers are masked and are only unmasked through limited and approved procedures for specific projects, e.g., to conduct a survey of clients.
Consistent Uses: Consistent Uses for some information include it being used by HRSDC, Provincial Government Departments and third parties administering programs where data sharing agreements are in place to conduct research into the labour force, labour market, income support and other related fields. Information may be provided to academics, research groups or private sector firms under specific contract to the Department, or to other government or contracted agencies under terms of Memoranda of Understanding, for policy formulation, planning, statistics, research and evaluations.
Retention and Disposal Standards: Records are retained for 25 years in order to undertake longitudinal analyses and studies.
RDA Number: 2002/005
Related PR#: HRSDC SAAE 705
TBS Registration: 005002
Bank Number: HRSDC PPU 501

Evaluation and Data Development (SAAE)
Description: This bank contains information from various surveys, administrative forms and interviews done as part of the Evaluation and Data Development activities. The data might include participants' socio-economic characteristics, information on their employment situation following program participation, and their opinions on satisfaction with a program or service received from HRSDC or one of its delivery agents. It may also contain information from interviews with representatives, sponsors, key informants and experts related to the programs or projects evaluated.
Class of Individuals: Participants of the various HRSDC programs evaluated.
Purpose: This bank helps to determine effectiveness and efficiency of HRSDC programs or projects and whether or not the objectives of the programs are being attained. In no instance is this information used to make administrative decisions affecting individuals who have provided the information.
Consistent Uses: The information may be used for internal audit purposes and linked to other evaluation studies.
Retention and Disposal Standards: The questionnaires are kept for three years from the date the survey was completed. Personalized data are kept on magnetic tapes for five years or until the completion of a new evaluation study on the same subject matter.
RDA Number: 2002/005
Related PR#: HRSDC SAAE 689
TBS Registration: 003776
Bank Number: HRSDC PPU 450

Social Assistance Recipients (SAAE)
Description: This bank contains monthly data on provincial social assistance recipients. Included are data describing the basic characteristics of the applicants, i.e., age, sex, family status, number of dependants, as well as case-related information such as total benefit and other sources of income.
Class of Individuals: Individuals who receive or have recently received social assistance benefits under provincial laws.
Purpose: Information is used for carrying out studies, analysis and evaluations to ensure that federal labour market, labour market related, income support policies and programs are developed and implemented in a manner consistent with national economic and social goals.
Consistent Uses: The information may be provided to private sector research firms under contract to HRSDC for the purposes of statistics, research and evaluation. Information may be provided to academics, research groups or private sector firms under specific contract to the Department, or to other governments or contracted agencies under terms of Memoranda of Understanding, for policy formulation, planning, statistics, research and evaluation.
Retention and Disposal Standards: The data will be kept for 25 years or until the end of the agreements with the provinces.
RDA Number: 2002/005.
Related PR#: HRSDC SAAE 650
TBS Registration: 002398
Bank Number: HRSDC PPU 383

Strategic Policy Branch (formerly Strategic Policy and Planning Branch) (SP)

Canada Out Of Employment Panel (COEP) Databank (SP)

Description: This bank contains information on individuals who are out of employment following a job separation and, in particular, UI/EI clients. The information is obtained through a survey called the Canada Out of Employment Panel (COEP) conducted by Statistics Canada. The survey is designed to collect a range of information for each respondent, including demographics, employment history, job search activity, training activity, the collection of UI/EI benefits and changes in household income and consumption. COEP was designed in 1996 to provide research data on out of employment Canadians prior to and following, the 1996 changes to the EI Act.

Class of Individuals: Survey participants are randomly selected from among those who had a job separation roughly one year before the first set of survey interviews. There is a second set of survey follow – up interviews nine months after the first set of interviews. This includes both those who claimed UI/EI benefits and those who did not claim UI/EI. Only those participants who gave their informed consent to the survey and to sharing their survey data with HRSDC are included in the databank.

Purpose: The purpose of the bank is to provide and maintain timely and detailed individual and household-level data on job-leavers. The information permits the monitoring and evaluation of how individuals, communities and the economy have adjusted to unemployment and to changes in the EI system. The data are also used to meet the yearly requirements of the Monitoring and Assessment Report to Parliament.

Consistent Uses: The databank is collected and maintained to provide data for EI and labour market evaluation purposes.

Retention and Disposal Standards: Survey results at HRSDC are kept for 10 years and then destroyed. Information at Statistics Canada is kept in accordance with their retention and disposition policy.

RDA Number: 2002/005

Related PR#: HRSDC SP 630

TBS Registration: 005001

Bank Number: HRSDC PPU 229

Employment Insurance Databank (EID) (SP)

Description: This bank may contain the following information on clients applying to and/or participating in EI programs operated or funded by HRSDC: Client's Social Insurance Number, gender, date of birth, name of the person, detailed information on periods of employment and unemployment, eligibility for employment insurance, training courses taken and other employment services received. The information is extracted from the following banks: The Record of Employment bank (HRSDC PPU 385);The Benefit and Overpayment Master File bank (HRSDC PPU 180); The Employment Benefits and Support Measures bank (HRSDC PPU 293); The Employment Programs and Services bank (HRSDC PPU 071); Social Insurance Number Registration bank (HRSDC PPU 390).

Class of Individuals: Individuals having experienced a job loss, applied for EI or participated in HRSDC Employment programs, administered by HRSDC or 3rd parties, and HRSDC funded services administered by Provincial/Territorial Governments under Labour Market Development Agreements. The purpose of the bank is to maintain information on the work history of EI claimants in a form useful for research and analysis. It is used for the research and for the evaluation of employment and income support programs and to elaborate or modify policies related to these programs. The bank is used exclusively for policy formulation, research and evaluation purposes and cannot be used for any administrative activities.

Purpose: All personal identifiers are masked and are only unmasked through limited and approved procedures for specific projects, e.g., to conduct a survey of clients.

Consistent Uses: Consistent Uses for some information include it being used by HRSDC, Provincial Government Departments and 3rd parties administering programs where data sharing agreements are in place to conduct research into the labour force, labour market, income support and other related fields. Information may be provided to academics, research groups or private sector firms under specific contract to the Department, or to other government or contracted agencies under terms of Memoranda of Understanding, for policy formulation, planning, statistics, research and evaluations.

Retention and Disposal Standards: Records are retained for 25 years in order to undertake longitudinal analyses and studies and then destroyed.

RDA Number: 2002/005

Related PR#: HRSDC SP 705

TBS Registration: 005002
Bank Number: HRSDC PPU 501

Evaluation and Data Development (SP)
Description: This bank contains information from various surveys, administrative forms and interviews done as part of the Evaluation and Data Development activities. The data might include participants' socio economic characteristics, information on their employment situation following program participation, and their opinions on satisfaction with a program or service received from HRSDC or one of its delivery agents. It may also contain information from interviews with representatives, sponsors, key informants and experts related to the programs or projects evaluated.
Class of Individuals: Participants of the various HRSDC programs evaluated.
Purpose: This bank helps to determine effectiveness and efficiency of HRSDC programs or projects and whether or not the objectives of the programs are being attained. In no instance is this information used to make administrative decisions affecting individuals who have provided the information.
Consistent Uses: The information may be used for internal audit purposes and linked to other evaluation studies.
Retention and Disposal Standards: The questionnaires are kept for 3 years from the date the survey was completed and then destroyed. Personalized data is kept on magnetic tapes for 5 years or until the completion of a new evaluation study on the same subject matter and then destroyed.
RDA Number: 2002/005
Related PR#: HRSDC SP 689
TBS Registration: 003776
Bank Number: HRSDC PPU 450

Evaluation Services (SP)
Description: This bank contains information from various surveys, administrative forms and interviews done as part of Evaluation Services activities. The data might include participants' socio-economic characteristics, information on their employment situation following program participation, and their opinions on satisfaction with program or service received from HRSDC or one of its delivery agents. It may also contain information from interviews with representatives, sponsors, key informants and experts related to the projects evaluated.
Class of Individuals: Participants of the various HRSDC projects evaluated by Evaluation Services.
Purpose: This bank helps to determine the effectiveness and efficiency of HRSDC programs and whether or not the objectives of the programs are being attained. In no instance is the information used to make administrative/operational decisions affecting individuals who have provided the information.
Consistent Uses: The information may be used for internal audit purposes and linked to other evaluation studies.
Retention and Disposal Standards: The questionnaires are kept for 3 years from the date the survey is completed and then destroyed. Personalized data is kept on magnetic tapes for 5 years or until the completion of a new evaluation study on the same subject matter and t hen destroyed.
RDA Number: 2002/005
Related PR#: HRSDC SP 689
TBS Registration: 003775
Bank Number: HRSDC PPU 445

Social Assistance Recipients (SP)
Description: This bank contains monthly data on provincial social assistance recipients. Included are data describing the basic characteristics of the applicants, i.e. age, sex, family status, number of dependants, as well as case-related information such as total benefit and other sources of income.
Class of Individuals: Individuals who receive or have recently received social assistance benefits under provincial laws.
Purpose: Information is used for carrying out studies, analysis and evaluations to ensure that federal labour market, labour market related, income support policies and programs are developed and implemented in a manner consistent with national economic and social goals.
Consistent Uses: The information may be provided to private sector research firms under contract to HRSDC for the purposes of statistics, research and evaluation. Information may be provided to Social Development Canada, academics, research groups or private sector firms under specific contract to the Department, or to other governments or contracted agencies under terms of Memoranda of Understanding, for policy formulation, planning, statistics, research and evaluation.
Retention and Disposal Standards: The data is kept for 25 years or until the end of the agreements with the provinces and then destroyed.
RDA Number: 2002/005
Related PR#: HRSDC SP 650

TBS Registration: 002398
Bank Number: HRSDC PPU 383

Strategic Evaluation (SP)
Description: This bank contains information from various surveys done as part of the Employment Insurance program evaluation activities. The information concerns situations that precede or follow the use of the program. Workers, the unemployed and employment insurance claimants must provide identification and the Social Insurance Number to obtain access to these files.
Class of Individuals: Workers, employers, employment insurance training sponsors, unemployed people and Employment Insurance claimants.
Purpose: This bank helps to determine the effectiveness and efficiency of the Employment Insurance program, whether or not its objectives are being attained and how it affects claimants. It also provides information about the behaviour, expectations and perceptions of users and participants involved in the program. In no instance is this information used to make administrative decisions affecting individuals who have provided the information.
Consistent Uses: The information may be used for internal audit purposes and linked to other evaluation studies. It may be provided to private sector research firms for planning, statistics, research and evaluations. Each record of a surveyed person is also matched with the Benefits and Overpayments Master File (HRSDC PPU 180).
Retention and Disposal Standards: The questionnaires are kept for 3 years from the date the survey was completed and then destroyed. Personalized data is kept on magnetic tapes for 5 years or until the completion of a new evaluation study on the same subject matter and then destroyed.
RDA Number: 2002/005
Related PR#: HRSDC SP 690 and HRSDC SP 657
TBS Registration: 002399
Bank Number: HRSDC PPU 371

Workplace Skills Branch (WS)

Foreign Worker Program (WS)
Description: Foreign worker and employer information such as name, address, Canada Revenue Agency business number, telephone number, type of business, occupation; and number of employees, salaries offered, and other relevant information.
Note: Formerly Workplace and Skills Branch.
Class of Individuals: Employers in Canada seeking a temporary foreign worker in specific occupational groups or interested in supporting permanent immigration of a foreign worker.
Purpose: To provide a labour market opinion (confirmation) or an arranged employment opinion on an offer of employment to a foreign worker.
Consistent Uses: Information is used by HRSDC and may be shared with appropriate federal-provincial-territorial organizations for the purposes of program delivery. As an example, information is shared on an ongoing basis with Citizenship and Immigration Canada for program purposes. The information may also be used for statistics, planning, research evaluation and/or policy analysis.
Retention and Disposal Standards: Records before January 1, 1992 are retained for 5 years after the last action and then destroyed. Disposition is under review for records after December 31, 1991 and no record can be disposed of and must be retained in its entirety.
RDA Number: 91/011, amendment no. 1 for records before January 1, 1992. RDA for records after December 31,1991 should be issued in 2006.
Related PR#: HRSDC WS 385
TBS Registration: 003127
Bank Number: HRSDC PPU 440

Seasonal Agriculture Worker Program
Description: Foreign worker and employer information such as name, address, Canada Revenue Agency business number, telephone number, type of business, occupation; and number of employees, salaries offered, and other relevant information. Persons seeking access should provide their approximate dates of employment and the name and location of the employer.
Note: Formerly Caribbean Mexican Seasonal Agriculture Workers.
Class of Individuals: Persons temporarily in Canada under the Commonwealth Caribbean or the Mexican Seasonal Agricultural Workers Program who are employed as seasonal labourers in the agricultural and food processing sectors.
Purpose: Record information on persons temporarily in Canada as seasonal workers in the agricultural and food processing sectors and to identify employers participating in either the Commonwealth Caribbean or the Mexican Seasonal Agricultural Workers Program.
Consistent Uses: Information is used by Human Resources and Skills Development Canada and may be shared for the purposes of program

delivery, statistics, planning, research, internal audit and evaluation.
Retention and Disposal Standards: Records before January 1, 1992 are retained for 2 years after the last action and then destroyed. Disposition is under review for records after December 31, 1991 and no record can be disposed of and must be retained in its entirety.
RDA Number: 91/011, amendment no. 1 for records before January 1,1992. RDA for records after December 31,1991 should be issued in 2006.
Related PR#: HRSDC WS 385
TBS Registration: 001999
Bank Number: HRSDC PPU 110

Service Canada

Citizen and Community Service Branch (CCSB)

Additional Labour Market Initiatives (CCSB)

Description: Participant and contractor information relating to Work-Sharing, Enabling Fund for the Official Language Minority Communities, the close-out of Work Sharing While Learning and the Temporary Fisheries Income Program. Participant information may include name, address, gender, marital status, Social Insurance Number, education, etc.
Note: Replaces HRSDC PPU 296.
Class of Individuals: Clients who have participated in the programs listed above and persons and legal parties contracted under agreement to assist in the delivery of those programs listed above.
Purpose: To retain information on and monitor clients and effectiveness of the above-mentioned programs.
Consistent Uses: Client and agreement information is used by HRSDC for program accountability and evaluation purposes and may be shared with other HRSDC branches for statistical, planning, research, internal audit and evaluation. The participant and contractor information of these CRF and EI Part I funded programs is shared only with other internal branches for accountability/ evaluation purposes.
Retention and Disposal Standards: Disposition under review. No record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC CCSB 007
TBS Registration: 004468
Bank Number: HRSDC PPU 295

Employment Benefits and Support Measures (CCSB)

Description: Information relating to the Employment benefits (Targeted Wage Subsidies, Self-Employment, Job Creation Partnerships, Skills Development, Targeted Earning Supplement (Supplément de retour au travail – Quebec only) and Support Measures (Employment Assistance Services, Labour Market Partnerships, Research and Innovation) programs administered directly by Service Canada (in Ontario, Newfoundland and Labrador, Nova Scotia, Prince Edward Island, British Columbia and Yukon), or similar provincial/ territorial programs under the Transfer Labour Market Development Agreements (New Brunswick, Quebec, Manitoba, Saskatchewan, Alberta, Northwest Territories, and Nunavut) A transfer LMDA has been negotiated with Ontario beginning January 1, 2007. Information also relating to Aboriginal Human Resources Development Agreements and to Youth Programs (Career Focus, Skills Links, Summer Work Experience, Partners in Promoting Summer Employment, and the Youth Awareness Initiative). Participant information is available and may include information such as name, address, gender, marital status, number of dependants, and social insurance number. Data and information gathered for the EBSMs are maintained in a secure manner.
Class of Individuals: Employment benefits are available to individuals who are eligible participants as defined in Section 58 of the Employment Insurance Act for whom a benefit period has been established; whose EI benefit period ended within the last 36 months; or who are re-entering the labour force after having left it to care for newborn or newly adopted children. These individuals must have a benefit period that began within the last 60 months during which they were paid maternity or parental benefits. Support Measures as identified above are designed to assist unemployed Canadians, including those clients who are not eligible for Employment benefits. This may include individuals in need of assistance or legal parties contracted under agreement to assist in the delivery of those support measures listed above.
Purpose: To monitor the effectiveness of the above-mentioned programs.
Consistent Uses: Information is used by Service Canada and may be shared for the purposes of program delivery, statistics, planning, research, internal audit and/or evaluation.

Retention and Disposal Standards: Disposition under review. No record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC CCSB 003
TBS Registration: 004158
Bank Number: HRSDC PPU 293

Temporary Fisheries Income Programs (CCSB)
Description: Information includes age, education, employment history, wages and other sources of income, training, mobility and benefit rates gathered through application to the Temporary Fisheries Income Program.
Class of Individuals: Fishers and plant workers who have been affected by the closure of the three cod fishing stocks and crab fishery in the Gulf of St. Lawrence. Now in close-out.
Purpose: To assist in monitoring and reviewing the above-mentioned cost-shared program. This program provided income support to clients who have been affected because of declining fish stocks in the Atlantic fishery.
Consistent Uses: Information is used by Service Canada and may be shared for the purposes of program delivery, statistics, planning, research, internal audit and evaluation.
Retention and Disposal Standards: Disposition under review. No record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC CCSB 007
TBS Registration: 004169
Bank Number: HRSDC PPU 012

Integrity Services Branch (ISB)

Automated Earnings Reporting System (AERS) (ISB)
Description: This bank contains information received from employers who voluntarily participate in the program. This program is designed to prevent, detect and deter abuse against the Employment Insurance Program.
Class of Individuals: EI claimants.
Purpose: To administer the Act, to detect unreported work and earnings of claimants.
Consistent Uses: Information used for the Investigation and Control Case Management System (ICCM) which produces a number of monthly operational and managerial reports beneficial to the operations of the Directorate.
Retention and Disposal Standards: Retain a minimum of 2 years and then destroy.
RDA Number: 02/1995 amendment to 70/001.
Related PR#: HRSDC ISB 051
TBS Registration: 002366
Bank Number: HRSDC PPU 215

Business Registration Investigation (BRI) (ISB)
Description: This program verifies if a person has become involved in the operation of a business while in receipt of Employment Insurance benefits. The BRI uses data obtained from the Canada Revenue Agency.
Class of Individuals: Individuals that have applied for EI benefits.
Purpose: To determine if individuals that have applied for employment benefits and have obtained a Business Number are engaged in a business while on claim and have not declared this activity.
Consistent Uses: Information used for the Investigation and Control Case Management System (ICCM) which produces a number of monthly operational and managerial reports beneficial to the operations of the Directorate.
Retention and Disposal Standards: Destroy records two years after receipt based on MOU with the Canada Revenue Agency if there is no investigation pending. Records used for investigations are retained for up to 5 years and then destroyed.
RDA Number: TBD
Related PR#: HRSDC ISB 51
TBS Registration: 004159
Bank Number: HRSDC PPU 080

The Combined Overpayment Detection System (COD) (ISB)
Description: This system is used to generate investigations for the purpose of detecting abuse/fraud against the EI benefit file.
Class of Individuals: EI Claimants.
Purpose: The COD system matches transactions from several information sources to the EI Claim File to determine overlap periods of employment and the receiving of EI benefits.
Consistent Uses: Information used for the Investigation and Control Case Management System (ICCM) which produces a number of monthly operational and managerial reports beneficial to the operations of the Directorate.
Retention and Disposal Standards: Destroy records two years after receipt based on MOU with the Canada Revenue Agency if there is no investigation pending. Records used for investigations are retained for up to 5 years and then destroyed.
RDA Number: TBD
Related PR#: HRSDC ISB 51
TBS Registration: 004167
Bank Number: HRSDC PPU 085

Computer Post Audit Program (ISB)
Description: This program is designed to prevent, detect and deter abuse against the EI Program by comparing the information provided on a Record of Employment with the EI Claim file.
Class of Individuals: EI claimants.
Purpose: Administration of the EI Act; to identify cases of undeclared work and earnings.
Consistent Uses: Information is used for the Reason for Separation Program for the purpose of undisclosed reason for separation and is also used for the Investigation and Control Case Management System (ICCM) which produces a number of monthly operational and managerial reports beneficial to the operations of the Directorate.
Retention and Disposal Standards: Information is retained for a minimum of 2 years and then destroyed.
RDA Number: 70/001
Related PR#: HRSDC ISB 051
TBS Registration: 004160
Bank Number: HRSDC PPU 090

Employment Insurance – CPP Retirement Match (ISB)
Description: This is a program that verifies if a person is receiving CPP Retirement Pension while in receipt of EI benefits.
Class of Individuals: EI Claimants.
Purpose: To detect EI claimants who have not reported receiving CPP retirement pension while on claim.
Consistent Uses: Information used for the ICCM which produces a number of monthly operational and managerial reports beneficial to the operations of the Directorate.
Retention and Disposal Standards: Destroy records two years after receipt based on MOU with the Canada Revenue Agency if there is no investigation pending. Records used for investigations are retained for up to 5 years and then destroyed.
RDA Number: TBD
Related PR#: HRSDC ISB 051
TBS Registration: 004162
Bank Number: HRSDC PPU 095

False Claim Detection Program (FCDP) (ISB)
Description: This is a program to detect EI fraud using false identities, false Record of Employment(s) or a combination of both.
Class of Individuals: EI claimants or those pretending to be claimants.
Purpose: To qualify for EI benefits, a person must have been employed in insurable employment and therefore should have filed a tax return and should have been issued a T4 by their employer. Observations are created for those persons who have not filed a tax return in the last 4 years but were receiving EI benefits.
Consistent Uses: Information used for the ICCM which produces a number of monthly operational and managerial reports beneficial to the operations of the Directorate.
Retention and Disposal Standards: Destroy records 2 years after receipt based on MOU with the Canada Revenue Agency if there is no investigation pending. Records used for investigations are retained for up to 5 years and then destroyed.
RDA Number: TBD
Related PR#: HRSDC ISB 054
TBS Registration: 004163
Bank Number: HRSDC PPU 108

Front-End SIN Validation Program (ISB)
Description: This program identifies irregularities involving SIN holders.
Class of Individuals: EI claimants.
Purpose: This program collects the SIN of all incoming claims and, on a weekly basis, matches them against the Social Insurance Register (SIR).
Consistent Uses: Information used for the ICCM, which produces a number of monthly operational and managerial reports beneficial to the operations of the Directorate.
Retention and Disposal Standards: Destroy records 2 years after receipt based on Memorandum of Understanding (MOU) with the Canada Revenue Agency if there is no investigation pending. Records used for investigations are retained for up to 5 years and then destroyed.
RDA Number: TBD
Related PR#: HRSDC ISB 054
TBS Registration: 004168
Bank Number: HRSDC PPU 118

Identity Management Services and Social Insurance Number Register (ISB)
Description: Information in the individual records includes the applicant's first name, middle name(s), surname, date of birth, surname at birth, other surnames formerly used, gender, whether the applicant is a twin, place of birth, father's full name, mother's full name at birth, any SIN issued or re-issued, status in Canada, telephone number, mailing address at the time of application, and may include the marital status and the name and address of the employer, the date of application, the applicant's signature,

and witnesses when required. This database contains a microfilmed image of each approved application for a SIN, a replacement SIN card, or for amending a SIN record. The data base also contains proof-of-identity information used to support the SIN application, the Birth Registration Number or number from document used to support the SIN application, Field Operations Support Systems Identification Number, the Social Insurance Number Expiry date for 900-series SINs, Immigration document expiry date, account status (active, cancelled, voided), death data: date, place and source, Death Registration number, indicators or codes (which are annotations added to the Social Insurance Register (SIR) record indicating a condition is present, such as the SIN-holder is deceased, SIN under investigation etc.) All requests for access must include the SIN, name, place and date of birth, family name at birth of the individual's mother, as well as the same documentary proof of identity as is required when submitting an application for a SIN.
Class of Individuals: Canadian citizens registered Indians, permanent residents and those who are neither Canadian citizens nor permanent residents.
Purpose: To register persons pursuant to section 138 of the Employment Insurance Act, and section 98 of the Canada Pension Plan Act, and those on whose behalf a SIN application has been received by the Commission. It is also used in administering certain Acts of Canada such as the Employment Insurance Act, Canada Pension Plan Act, and the Old Age Security Act. Exchange of information with the Canada Revenue Agency and Citizenship and Immigration Canada is provided for by both the Canada Pension Plan Act and the Employment Insurance Act.
Consistent Uses: Subsection 139(5) of the EI Act provides for the use of the Social Insurance Number Register data for the accurate identification of individuals and for effective use by those individuals of the SIN and SIN cards. Such uses include sharing with an employer or former employer who has lost contact with an employee, but requires that employee's SIN to meet legal requirements, the Royal Canadian Mounted Police for investigation purposes, the Canada Student Loans Program to validate the SIR record of student loan applicants, as well as for the use of other SIN-based programs.
Retention and Disposal Standards: Paper-based SIN application forms are destroyed immediately after microfilming. Microfilmed copies and electronic applications are retained for 100 years.
RDA Number: M-59-73
Related PR#: HRSDC ISB 060
TBS Registration: 002396
Bank Number: HRSDC PPU 390

Information Disclosures to Investigative Bodies (ISB)
Description: This bank contains copies of written requests for disclosure of personal information submitted to Service Canada or HRSDC under paragraph 8(2) of the Privacy Act by investigative bodies listed in Schedule II of the Privacy Regulations. It also contains the responses and particulars relating to their processing.
Class of Individuals: Persons under investigation by federal or provincial investigative bodies.
Purpose: To record disclosures of personal information and to report to the Office of the Privacy Commissioner on these requests.
Consistent Uses: None.
Retention and Disposal Standards: Information is retained for 2 years after the date of the last entry and then destroyed.
RDA Number: 98/001
Related PR#: HRSDC ISB 054 and HRSDC CFO 253
TBS Registration: 002373
Bank Number: HRSDC PPU 400

Insured Earnings Match (IEM) (ISB)
Description: IEM is a computerized investigative program which compares files provided to Service Canada from the Canada Revenue Agency (T4-Supplementaries) to the EI Claim File using a formula to indicate the possibility of unreported work and earnings.
Class of Individuals: EI claimants.
Purpose: To identify claimants whose actual insurable earnings are in excess of their projected or possible insured earnings during the tax year under review, who may be working while on claim and have not reported it.
Consistent Uses: Information used for the ICCM, which produces a number of monthly operational and managerial reports beneficial to the operations of the Directorate.
Retention and Disposal Standards: Destroy records 2 years after receipt based on MOU with the Canada Revenue Agency if there is no investigation pending. Records used for investigations are retained for up to 5 years and then destroyed.
RDA Number: TBD
Related PR#: HRSDC ISB 051
TBS Registration: 004164
Bank Number: HRSDC PPU 115

Investigation and Control Case Management System (ICCM) (ISB)
Description: This system records progress and results of potential Employment Insurance investigations as identified from various feeder systems, such as the Combined Overpayment Detection System (COD), the Control Indicator System, and the Insured Earning Match (IEM).
Class of Individuals: Individuals that have applied for EI benefits.
Purpose: To record the progress and results of investigations of potential fraud and abuse of the EI program. A correspondence system prints letters to EI claimants and to employers upon request. Operational and managerial reports are also produced.
Consistent Uses: Data is used to track EI investigations, to generate letters to claimants and to employers and to produce operational and managerial reports.
Retention and Disposal Standards: Information is retained for up to 5 years and is then destroyed.
RDA Number: 70/001
Related PR#: HRSDC ISB 051
TBS Registration: 005101
Bank Number: HRSDC PPU 171

Record of Employment (Second Copy) (ISB)
Description: Copies of individual Record of Employment forms. Each record may contain employee's name, address, SIN, payroll reference number and occupation, employer's name, address, and CRA Business Number, pay period type, data pertaining to length of employment, date and reason for separation, expected date of recall, and insured hours and earnings. All requests for access must identify the period of employment covered by the Record of Employment.
Class of Individuals: EI claimants as well as those people who changed jobs but did not claim EI benefits.
Purpose: Used in the administration and enforcement of the Employment Insurance Act.
Consistent Uses: Statistical, planning and internal audit purposes. Subject to formal agreement, some information may be shared with other federal or provincial departments for planning, research and evaluation. Information may also be shared with the Department of Justice for the administration of the Family Orders and Agreements Enforcement Assistance Act. It may also be released to the issuing employer in exceptional circumstances. Release of information is subject to Part 4 of the Department of Human Resources and Skills Development Act.
Retention and Disposal Standards: ROE (Second Copy) are destroyed immediately after microfilming. Microfilmed copies are retained for 11 years and are then destroyed. Records of Employment stored in electronic format are kept 11 years and are then destroyed.
RDA Number: M-4-86 and 96/023
Related PR#: HRSDC OPS 056, HRSDC PCB 286 and HRSDC ISB 051
TBS Registration: 001971
Bank Number: HRSDC PPU 385

Report on Hirings (ISB)
Description: This bank contains information received from employers who voluntarily participate in the program. This program is designed to prevent, detect and deter abuse against the EI Program.
Class of Individuals: EI claimants.
Purpose: To administer the EI Act, to detect unreported work and earnings of claimants.
Consistent Uses: Information is used for the ICCM, which produces a number of monthly operational and managerial reports beneficial to the operations of the Directorate.
Retention and Disposal Standards: Information is retained for a minimum of 2 years and then destroyed.
RDA Number: 70/001
Related PR#: HRSDC OPS 051
TBS Registration: 002367
Bank Number: HRSDC PPU 210

Returning Canadian Resident Program (RCRP) (ISB)
Description: A detection program which compares data from the Canada Border Services Agency (CBSA) and EI Claim information.
Class of Individuals: EI claimant
Purpose: To administer the EI Act, to detect claimants who have neglected to report their absence from Canada.
Consistent Uses: Information used for the ICCM, which produces a number of monthly operational and managerial reports beneficial to the operations of the Directorate.
Retention and Disposal Standards: Destroy records 2 years after receipt based on MOU with the Canada Revenue Agency if there is no investigation pending. Records used for investigations are retained for up to 5 years and then destroyed.
RDA Number: TBD
Related PR#: HRSDC ISB 051
TBS Registration: 004165
Bank Number: HRSDC PPU 120

Self-Employed Earnings Match (SEEM) (ISB)
Description: This program uses data obtained from Canada Revenue Agency to verify if a person has been involved in self-employment while in receipt of EI benefits.
Class of Individuals: EI claimants involved in self-employment activity.
Purpose: To administer the EI Act, to detect claimants involved in self-employment who have not declared their activity while on claim.
Consistent Uses: Information used for the ICCM which produces a number of monthly operational and managerial reports beneficial to the operations of the Directorate.
Retention and Disposal Standards: Destroy records 2 years after receipt based on MOU with the Canada Revenue Agency if there is no investigation pending. Records used for investigations are retained for up to 5 years and then destroyed.
RDA Number: TBD
Related PR#: HRSDC ISB 051
TBS Registration: 004166
Bank Number: HRSDC PPU 125

Program and Data Management (ISB)
Description: This bank contains information to track the progress and results of investigations of individual cases of potential abuse and fraud against CPP and OAS benefits. This bank is automated and managed by a computer software program named the Investigation Information System (IIS).
Class of Individuals: Individuals suspected of defrauding the CPP and/or the Old Age Security (OAS) programs.
Purpose: To record the progress and results of investigations of potential fraud and abuse of the CPP/OAS Program.
Consistent Uses: The information is used to track investigations into cases of suspected abuse, fraud, and/or misrepresentation against the CPP and OAS.
Retention and Disposal Standards: Information is retained for the duration of the recovery period and then transferred to Library and Archives Canada.
RDA Number: 95/019
Related PR#: HRSDC OPS 192
TBS Registration: 004258
Bank Number: HRSDC PPU 649

Operations Branch (OPS)

Benefit and Overpayment File (OPS)
Description: This bank is a computerized record of benefit information based on documents used to establish first and continuing entitlement. It may include a routing number to the claimant's account at a financial institution. It may also contain information from Canada Revenue Agency PAYDAC and Taxation Taxpayer Master Files.
Class of Individuals: Individuals who are receiving or have received EI benefits.
Purpose: To determine the status of a claim, whether benefits are payable or not, the amount and method of payment (direct deposit or warrant). To keep a record of each payment or adjustment made during the life of the claim.
Consistent Uses: Information is used for statistical, internal audit and planning purposes. Selected information is duplicated in an income tax system for issuance of T4s and related statements, and is provided to Canada Revenue Agency and Revenue Québec for taxation purposes. It may also be shared with Statistics Canada for statistical, analytical and planning purposes, with Canada Revenue Agency for locating debtors to the Crown, and subject to formal agreement, with federal, provincial and municipal levels of government for the administration and enforcement of their programs and the coordination of payment benefits and research. Information may also be shared with employers in order to assist them in fulfilling their responsibilities under the EI Act. It may be shared with the Department of Justice for the purpose of administering the Family Orders and Agreements Enforcement Assistance Act. Information is shared with authorized parties in order to obtain information to assist the Commission in the administration of the EI program and in the collection of overpayments. Some of the information may be provided to private sector survey companies for evaluations, research, statistical and planning purposes.
Retention and Disposal Standards: Records for any claim are retained for 11 years. After 6 years, they are purged of information received from CRA. Basic claim information is retained on separate tapes for an additional 5 years at which point it is destroyed.
RDA Number: 70/001
Related PR#: HRSDC OPS 162
TBS Registration: 002362
Bank Number: HRSDC PPU 180

Canada Pension Plan – Record of Earnings (OPS)
Description: This bank contains information related to issuing and/or replacing social insurance numbers approved by HRSDC, enquiries received from the Canada Pension Plan (CPP) and the Québec Pension Plan (QPP) and contributors identified as "dual contributors," and information relating to employment/self-employment earnings of individuals and the history of contributions made to the CPP. Access to this bank requires name, address, and SIN.
Class of Individuals: Individuals identified in this bank are CPP and QPP contributors only.
Purpose: The information in this bank is used to validate the SIN found on CPP benefit applications, to ensure that the contributory earnings posted to the record of earnings are attributed to the correct SIN in order to guarantee accurate benefit calculations, to determine individual benefit entitlements, to calculate the amount of CPP benefits payable, and to ensure that biographical information is correct.
Consistent Uses: The information is also used to administer requests made under Part I of the Family Orders and Agreements Enforcement Assistance Act and to support applications retained in International Social Security – Domestic and Foreign Benefits (Individual) (HRSDC PPU 175) to help foreign institutions determine entitlement to foreign benefits. Information may also be shared with other designated federal departments including the Canada Revenue Agency for the purpose of administering the Canada Pension Plan Act, provincial governments for the purpose of administering a social program, an income-assisted program, or a health insurance program. When information within this bank is used for research, planning, evaluation, and statistics, it will be rendered anonymous.
Retention and Disposal Standards: Disposition to be decided. No Record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC OPS 165
TBS Registration: 003393
Bank Number: HRSDC PPU 140

Canada Pension Plan – Retirement, Disability, Survivors and Death Benefits (Individual) (OPS)
Description: The bank contains personal data on retirement, disability, survivors, and death benefit applicants, and may contain the following: application forms, supporting documentation, information on master data base payment history, a secure access code for the purposes of accessing electronic services, a tax slips database for the purposes of administering the Tax Information Slips online service, medical and employment records, birth, marriage, and death evidence, decisions of the Minister and any subsequent appeals. Access to this bank requires name, address, and SIN.
Class of Individuals: Individuals identified in this bank have applied for and/or are receiving Canada Pension Plan benefits.
Purpose: To administer their related programs.
Consistent Uses: May be used in support of applications retained in HRSDC PPU 175 to help foreign institutions determine entitlement to benefits, HRSDC PPU 116 to confirm date of birth, marital status, and date of death, and HRSDC PPU 140 to obtain earnings and contributions records required to calculate CPP benefits. Information in this bank may be matched with information pertaining to EI. It may be shared with other designated federal departments including the Canada Revenue Agency, provincial governments or public bodies for the purpose of administering a federal law or a provincial social program, an income-assisted program, or a health insurance program. Agreements have been signed to match information relating to individuals receiving both CPP disability benefits and disability income program benefits in the provinces of Alberta, Prince Edward Island, Nova Scotia, New Brunswick, and Manitoba for the better administration of both programs. Information is shared with and received from the Canada Revenue Agency. The data contained in this bank may be used to authenticate the identity of clients wishing to access electronic services. When information within this bank is used for research, planning, evaluation, and statistics, it will be rendered anonymous.
Retention and Disposal Standards: Various retention requirements.
RDA Number: 95/019
Related PR#: HRSDC OPS 192
TBS Registration: 003394
Bank Number: HRSDC PPU 146

Contract Agents List (OPS)
Description: Information on the agent, such as name, address, qualifications and work experience and information pertaining to the individual's activity as an agent.
Class of Individuals: Claims-taking agents under contract with Service Canada
Purpose: Information is used to identify and monitor the activities of claims-taking agents under contract with Service Canada.

Consistent Uses: Information may be used for audit purposes, and may also be provided to private sector research firms under contract with Service Canada for the purposes of planning, statistics, research and evaluation.
Retention and Disposal Standards: Information is kept for 3 years after the individual ceases to be a contract agent and is then destroyed.
RDA Number: 70/001
Related PR#: HRSDC OPS 179
TBS Registration: 002363
Bank Number: HRSDC PPU 185

Employment Insurance Bi-Weekly Claimant's Report (OPS)
Description: Claimants report (Teledec – by telephone and Interdec – by Internet) may include the following types of information: date, time and length of call or session, SIN, dates covered, success or termination status of call or session, assistance level of call or session, the individuals confirmed responses the declaration of dates available for work, earnings, illness or medical condition, hours of attendance at school or training and employer telephone number. Paper reports may include the following types of information: SIN, dates covered, the individual's signed declaration of the dates available for work, earnings, illness or medical condition, attendance at school or training and name and address of employer. Individual seeking access to this file must specify the two-week period covered by the report card they wish to consult.
Class of Individuals: Individuals on claim for Employment benefits and Unemployment benefits.
Purpose: To provide a record of claimants' eligibility to benefits during a two-week period.
Consistent Uses: Information from this bank may be used for research, planning, evaluation and statistics and for control and internal audit purposes. It may also be provided to private sector research firms for these purposes. It may also be shared with the RCMP for fraud investigations.
Retention and Disposal Standards: Reports are retained for 7 years and are then destroyed.
RDA Number: 70/001, Amendment no. 5
Related PR#: HRSDC OPS 196 and HRSDC OPS 190
TBS Registration: 002361
Bank Number: HRSDC PPU 155

Employment Insurance Overpayment (OPS)
Description: This bank contains name, address, telephone number and SIN of individuals to whom financial penalties have been assessed and/or overpayments have been made. It may also contain amounts repaid and outstanding, present claim status, credit reports, tracing actions and comments of claimants and collecting officers, and other related correspondence.
Class of Individuals: Individuals who have received EI benefits in excess of entitlement.
Purpose: To record and monitor the collection of outstanding EI overpayments.
Consistent Uses: Information in this bank may be used by Service Canada for research, planning, evaluation, statistics and may be provided to private sector research firms. This bank is matched with Report on Hirings (HRSDC PPU 210), DARS (HRSDC PPU 164), and the Individual Income Tax Return (RCT PPU 005).
Retention and Disposal Standards: Information is retained for 3 years after the overpayments are repaid, recouped or cancelled and is then destroyed.
RDA Number: 70/001
Related PR#: HRSDC ISB 051
TBS Registration: 002402
Bank Number: HRSDC PPU 161

Insurance Claim File – Local Office (OPS)
Description: May include the following type of information: name, SIN, age, date of birth, gender, address and telephone number, bank routing information for direct deposit of benefit payment, preferred official language, income tax exemption level, summary of employment data for up to 3 years, educational instruction currently being received, participation in employment development programs, incarceration, medical certificates, appeals to Boards of Referees, disentitlement notices, disqualification notices, Canada Revenue Agency assessment notices, information and correspondence regarding overpayments, potential infractions and other related matters, amount and duration of employment insurance benefits payable, any interviews or investigations conducted by Service Canada staff, documentation obtained by Canada Revenue Agency relative to determining insurable employment and earnings, penalties or criminal procedures undertaken for fraud in connection with the EI Act. May also include information from the Canada Revenue Agency PAYDAC and Taxation Taxpayer Master Files. All requests for access must include the SIN.
Class of Individuals: Individuals who have applied for EI benefits.
Purpose: To administer the EI program.
Consistent Uses: Information from this bank is used for the administration of all Insurance, Employment Program Operations and Learning

Programs including the provision of training to claimants as required, and for statistical, planning and internal audit purposes, and may be provided to private sector research firms for the same purposes. It may also be shared with the RCMP for fraud investigation. Information may also be shared, subject to formal agreement, with federal, provincial and municipal governments for the administration of their own programs or for the administration or enforcement of provincial laws. Information may also be shared with employers for the purpose of assisting them with their responsibilities under the EI Act.
Retention and Disposal Standards: Records are retained for 6 years after the last administrative action at which point they are destroyed.
RDA Number: 70/001
Related PR#: HRSDC OPS 196 and HRSDC OPS 179
TBS Registration: 001989
Bank Number: HRSDC PPU 150

Interstate Employment Insurance Claims (OPS)
Description: Statistics relative to liable and agent state claims. Individuals may gain access by supplying either their SIN or their Social Security Number.
Class of Individuals: The claimants identified in this bank are divided into 2 groups: agent state claimants who are Canadians or non-Canadian residents in each of the employment insurance regions of Canada, and liable state claimants with working visas or U.S. citizenship or landed immigrants residing in all American States, the District of Columbia, Puerto Rico or the Virgin Islands.
Purpose: To facilitate the payment of EI benefits to persons in all American States, the District of Columbia, Puerto Rico, Virgin Islands, and Canada residing outside the state in which their entitlement was earned. To create, maintain, and control claim files when Canada is the agent state and to provide administrative assistance to liable states concerned. To create, maintain, control, adjudicate, and provide payment of benefit when Canada is the liable state.
Consistent Uses: The information in this may be used by HRSDC or Service Canada or private sector research firm for the purposes of research, planning, evaluation, internal audit, and statistics.
Retention and Disposal Standards: Records are retained for 5 years after the last action and then destroyed.
RDA Number: 70/001
Related PR#: HRSDC OPS 179
TBS Registration: 001990
Bank Number: HRSDC PPU 170

International Social Security – Domestic and Foreign Benefits (Individual) (OPS)
Description: This bank contains applications, supporting documentation, correspondence, benefit calculations, payment history of OAS and CPP paid to beneficiaries and/or their dependents, decisions and any subsequent appeals. Access to this bank requires name, address, and SIN or account number.
Class of Individuals: Persons who have applied for and/or are receiving benefits.
Purpose: To administer the OAS and CPP legislation.
Consistent Uses: Information in this bank may be matched with information contained in HRSDC PPU 116 – OAS, GIS ALW (Individual) replaced by HRSDC PPU 116, HRSDC PPU 140- CPP Record of Earnings replaced by HRSDC PPU 140, and HRSDC PPU 146 – CPP Retirement, Disability, Survivors and Death Benefits (Individual – replaced by HRSDC PPU 146 in order to determine an applicant's eligibility to benefits as a result of an international agreement. It may also be shared with provincial governments for the purpose of administering a social program, income assistance program, or health insurance program. When information within this bank is used for research, planning, evaluation, and statistics, it will be rendered anonymous.
Retention and Disposal Standards: Various retention requirements.
RDA Number: 95/019
Related PR#: HRSDC OPS 196
TBS Registration: 003390
Bank Number: HRSDC PPU 175

Listing of Employees by Nominal Roll (OPS)
Description: Contains information received from employers involved in labour disputes. Each record may contain the employee's name, SIN, badge or clock number, information pertaining to a stoppage of work, first and last day worked, site location, reason for separation, return to work date and types/amounts of additional monies paid.
Class of Individuals: Employees involved in labour disputes, or related claims for EI benefits or monies paid to individuals.
Purpose: To administer the EI Act in determining eligibility and to facilitate in the processing of claims.
Consistent Uses: Information in this bank is used to administer Insurance and Employment programs and for statistical, planning and internal audit

purposes and may be shared with private sector research firms for these purposes. It may also be provided to the RCMP for investigation of offences against the EI Act, subject to formal agreement it may be shared with federal, provincial, and municipal governments for the administration of their own programs. It may also be shared with employers for the purpose of assisting them with their responsibilities under the EI Act.
Retention and Disposal Standards: Records are destroyed 3 years after the last action.
RDA Number: 70/001
Related PR#: HRSDC OPS 179
TBS Registration: 003409
Bank Number: HRSDC PPU 281

Old Age Security (OAS), Guaranteed Income Supplement (GIS), Allowance (Formerly Spouse's Allowance), (Individual) (OPS)
Description: Contains personal data on OAS, GIS, and Allowance applicants and may contain the application forms, supporting documentation, information on master database payment history, a secure access code for the purposes of accessing electronic services, a tax slips database for the purpose of administering the Tax Information Slips online service, decisions, and any subsequent appeals. Access to this bank requires name, address, and account number or SIN.
Class of Individuals: Individuals identified have applied for and/or are currently receiving benefits.
Purpose: Applications are used to administer their related programs.
Consistent Uses: Information may be used in support of applications retained in HRSDC PPU 175- International Social Security – Domestic and Foreign Benefits (Individual) replaced with HRSDC PPU 175, to help foreign institutions determine entitlement to foreign benefits, and HRSDC PPU 146 CPP Retirement, Disability, Survivors and Death Benefits (Individual – replaced by HRSDC PPU 146 to confirm rates of CPP benefits, date of birth, marital status, and date of death. Information in this bank may be provided to the Canada Revenue Agency for the administration of the Income Tax Act and to provincial governments for the administration of their own social programs. Demographic tables are produced and used as input for social policy planning and program development for seniors by federal, provincial, territorial, and municipal governments. The data contained in this bank may be used to authenticate the identity of clients wishing to access electronic services. When information within this bank is used for research, planning, evaluation, and statistics, it will be rendered anonymous.
Retention and Disposal Standards: Various retention requirements.
RDA Number: 95/019
Related PR#: HRSDC OPS 196
TBS Registration: 003391
Bank Number: HRSDC PPU 116

Service Delivery (SD) Enterprise Data Base (OPS)
Description: This database is a consolidated view of a number of other data bases within the SD. The SD Enterprise Database consists of data from the CPP Record of Earnings (refer to PIB HRSDC PPU 140), the CPP Master File (refer to PIB HRSDC PPU 146), the OAS Master File (refer to PIB HRSDC PPU 116), and the International Social Security (refer to bank HRSDC PPU 175). The database contains information such as the SIN, individual's name, home and mailing address, bank account number, employment records, history of contributions made to the CPP, medical information, death evidence, benefits payment information, and client note/remarks information and decisions of the Minister regarding an individual's benefits and any subsequent appeals by the individual about their benefits.
Note: Access to the SD Enterprise database requires the individual's name, home and mailing address, and SIN.
Class of Individuals: Individuals to whom this database relates are CPP and Quebec Pension Plan (QPP) contributors, CPP applicants and recipients, OAS applicants and recipients, and recipients of foreign benefits for social security agreements.
Purpose: To administer all related programs of CPP and the OAS plans. More specifically, this information may be used to support applications retained in the above-mentioned databases in determining entitlement to benefits, to confirm date of birth, marital status, and date of death, and to obtain earnings and contributions records required to calculate CPP benefits, determine entitlement to OAS benefits, and determine eligibility and entitlement to benefits under international agreements. The SD Enterprise Data Base will eventually encompass all the data currently held in CPP master file (HRSDC PPU 146), the CPP record of earnings (HRSDC PPU 140), the OAS master file (HRSDC PPU 116), and the International Social Security file (HRSDC PPU 175).
Consistent Uses: Information in this database may be matched with information pertaining

to the EI program. It may also be shared with other designated federal departments including the Canada Revenue Agency, Veteran's Affairs, HRSDC, the Department of Justice, and provincial governments or public bodies for the purpose of administering a federal law or a provincial social program, an income-assisted program, or a health insurance program. Agreements have been signed to match information relating to individuals who receive both CPP disability benefits and disability income program benefits in the provinces of Alberta, Prince Edward Island, Nova Scotia, New Brunswick, and Manitoba for the better administration of both programs. Information is shared with and received from the Canada Revenue Agency (refer to Program Record HRSDC OPS 181). As outlined in the Treasury Board Secretariat's Policy on the Use of the SIN, the Canada Pension Plan Act and the Old Age Security Act are authorized users of the SIN.
Retention and Disposal Standards: Disposition to be decided. No Record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC OPS 160, HRSDC OPS 160, HRSDC SDS 342, HRSDC SDS 382 and HRSDC OPS 165
TBS Registration: 006233
Bank Number: HRSDC PPU 380

Policy, Partnerships and Corporate Affairs Branch (PPCA)

Evaluation Services (PPCA)
Description: This bank contains information used to undertake evaluations conducted by the Audit and Evaluation Directorate of Service Canada. Information includes survey responses, the results of focus groups and key informant interviews, and masked administrative data used for analyses. The data may include socio-economic characteristics, program intervention information, information on employment status following program participation, and opinions on the levels of satisfaction with programs or services delivered by Service Canada or one of its delivery agents.
Note: Shared services with HRSDC
Class of Individuals: Participants (key informants, survey respondents, focus group participants) of various Service Canada evaluation projects undertaken by the Audit and Evaluation Directorate, and clients of Service Canada and HRSDC programs.
Purpose: Information in this bank is used to provide rigorous, objective, evidence-based information on the economy, efficiency, and effectiveness of the Service Canada's policies, programs, and initiatives, including their continued relevance, design, success, impacts, alternatives, and overall effectiveness. Evaluation studies are carried out in accordance with the professional standards and values as outlined in the Treasury Board Evaluation Policy. Information is used exclusively for evaluation purposes, and in no instances is it used to make administrative or operational decisions affecting individuals who may have provided this information.
Consistent Uses: The information may be used for internal audit purposes and be linked to other evaluation studies.
Retention and Disposal Standards: Questionnaires, survey responses, and personalized data are retained in a masked format for a specified period. Retention periods generally vary from 2 to 5 years, or until a new evaluation study is completed on the same subject matter. The retention period is determined on a project-by-project basis. Upon expiry of the retention period, the data is destroyed by authorized personnel.
RDA Number: 2002/005
Related PR#: HRSDC SAAE 630
TBS Registration: 003775
Bank Number: HRSDC PPU 445

Evaluation and Data Development (PPCA)
Description: This bank contains information from various surveys, administrative forms and interviews done as part of the Audit and Evaluation activities. The data might include participants' socio-economic characteristics, information on their employment situation following program participation, and their opinions on satisfaction with a program or service received from HRSDC and Service Canada or one of its delivery agents. It may also contain information from interviews with representatives, sponsors, key informants, and experts related to the programs or projects evaluated.
Note: This is a shared service with HRSDC. This bank helps to determine effectiveness and efficiency of Service Canada and HRSDC programs or projects.
Class of Individuals: Participants of the various HRSDC and Service Canada programs evaluated.
Purpose: This bank helps to determine effectiveness and efficiency of Service Canada and HRSDC programs and projects and whether or not the objectives of the programs are being attained: In no instance is this information used to make administrative decisions affecting individuals who have provided the information.

Consistent Uses: The information may be used for internal audit purposes and linked to other evaluation studies.
Retention and Disposal Standards: The questionnaires are kept for 3 years from the date the survey was completed and then destroyed. Personalized data is kept on magnetic tapes for 5 years or until the completion of a new evaluation study on the same subject matter and then destroyed.
RDA Number: 2002/005
Related PR#: HRSDC SP 689
TBS Registration: 003776
Bank Number: HRSDC PPU 450

Strategic Evaluation (PPCA)
Description: This bank contains information from various surveys done as part of the Employment Insurance program evaluation activities. The information concerns situations that precede or follow the use of the program. Workers, the unemployed and employment insurance claimants must provide identification and the Social Insurance Number to obtain access to these files.
Note: Shared services with HRSDC
Class of Individuals: Workers, employers, employment insurance training sponsors, unemployed people and Employment Insurance claimants.
Purpose: This bank helps to determine the effectiveness and efficiency of the Employment Insurance program, whether or not its objectives are being attained and how it affects claimants. It also provides information about the behaviour, expectations and perceptions of users and participants involved in the program. In no instance is this information used to make administrative decisions affecting individuals who have provided the information.
Consistent Uses: The information may be used for internal audit purposes and linked to other evaluation studies. It may be provided to private sector research firms for planning, statistics, research and evaluations. Each record of a surveyed person is also matched with the Benefits and Overpayments Master File (HRSDC PPU 180).
Retention and Disposal Standards: The questionnaires are kept for 3 years from the date the survey was completed and then destroyed. Personalized data is kept on magnetic tapes for 5 years or until the completion of a new evaluation study on the same subject matter and then destroyed.
RDA Number: 2002/005
Related PR#: HRSDC SP 690 and HRSDC SP 657
TBS Registration: 002399
Bank Number: HRSDC PPU 371

Shared Services

Chief Financial Officer (CFO)

Accounts Payable (CFO)
Description: Information contained in this bank includes names and addresses of companies and individuals, personal banking information, when applicable, invoices for services rendered or products provided detailing the amount owing, and any supporting documentation to substantiate the account.
Note: This service is shared with HRSDC.
Class of Individuals: Canadians, foreign citizens, and companies.
Purpose: The purpose of this bank is to maintain information on the payment of accounts to companies or individuals for services or products provided to Service Canada.
Consistent Uses: This bank is used to account for all amounts paid to companies or individuals, and to authorize cheques.
Retention and Disposal Standards: Records are retained for 6 fiscal years and then destroyed.
RDA Number: 99/004
Related PR#: HRSDC PPCA 227
TBS Registration: 005816
Bank Number: HRSDC PPU 055

Common System for Grants and Contributions (CSGC) for Employment Programs (CFO)
Description: The CSGC initiative (system) is a cross-branch development project that provides HRSDC and Service Canada with a single Web-based Intranet tool supporting all grants and contribution programs. The CSGC contains a series of business rules, edits, and validations based on Treasury Board policy and guidelines as well as HRSDC's and Service Canada's program and financial policies. Personal information elements contained in the CSGC: client's name, mailing address, home telephone number, language, date of birth, education, SIN, previous experience, gender, marital status, employment history, training, wages, and other sources of income.
Class of Individuals: Individuals who are eligible for EI benefits who agree to participate in the programs, persons with disabilities, Opportunities Fund, Aboriginals, EI claimants.

Purpose: To administer the Grants and Contributions and to ensure that the technical business requirements are addressed. To facilitate the administration of all grants and contributions, including a grant or contribution project life cycle and client information, in addition to any necessary reporting activities. The CSGC is used to store project and personal information, and serves as a tool to administer grant and contribution projects and client interventions.
Consistent Uses: As in-person services are delivered by Service Canada and as the CSGC initiative is used by both HRSDC and Service Canada, information under the administration of HRSDC may be shared with Service Canada for program delivery, internal audit, and/or evaluation purposes. As the use of the SIN is program-specific, all programs that use the CSGC initiative are authorized users of the SIN.
Retention and Disposal Standards: Disposition to be decided. No record can be disposed of and must be retained in its entirety.
RDA Number: TBD
Related PR#: HRSDC CFO 252
TBS Registration: 006231
Bank Number: HRSDC PPU 298

Departmental Accounts Receivable System (DARS) (CFO)
Description: This bank is a computerized record of accounts receivable other than Old Age Security. Each record contains the name, address, age, gender, SIN, and preferred language of the debtor along with information relating to the reason for the amount and the repayment method.
Class of Individuals: All individuals, or organizations who have an EI and/or Unemployment Insurance overpayment and /or penalty; a Training Allowance Groundfish Strategy, Canada Pension Plan, Operation & Maintenance, Grant and Contribution and/or Training program overpayment; and/or a defaulted student loan or Labour program receivables and federal employees for job related employment (including the accrued interest, where applicable) under an HRSDC or Service Canada program with the exception of OAS.
Purpose: To facilitate the management and collection of accounts receivable in compliance with TB directives, Public Accounts of Canada and with various directives from the Auditor General of Canada and the Receiver General for Canada.
Consistent Uses: To report accounts receivable in the Public Accounts of Canada. DARS is linked to PWGSC for certain key elements in order to deposit payments received from clients to DARS and to review the copied image related to cheques and statement of accounts in PWGSC database with regards to recovery activities. It is matched with the Report on Hirings (HRSDC PPU 210), the individual income tax return (RCT PPU 005), the Employment Insurance Databank (EID) (HRSDC PPU 501), Canada Student Loans (Full Time & Part Time) – Computer Loans Master File (HRSDC PPU 030), and Canada Pension Plan – Retirement Disability, Survivors and Death Benefits (individual) (HRSDC PPU 146) to trace the debtors and recover the account receivable. It may also be provided to private sector research companies for planning statistics, research and evaluations. Information may also be made available to the Department of Justice and/or Provincial Courts for the recovery of the EI Court Fines.
Retention and Disposal Standards: Paper records are kept for 6 years; records on electronic files are retained for 3 years after full recovery.
RDA Number: 99/004
Related PR#: HRSDC PPCA 227
TBS Registration: 005817
Bank Number: HRSDC PPU 164

Information Disclosures to Investigative Bodies (CFO)
Description: This bank contains copies of written requests for disclosure of personal information submitted to Service Canada or HRSDC under paragraph 8(2) of the Privacy Act by investigative bodies listed in Schedule II of the Privacy Regulations. It also contains the responses and particulars relating to their processing.
Class of Individuals: Persons under investigation by federal or provincial investigative bodies.
Purpose: To record disclosures of personal information and to report to the Privacy Commissioner on these requests.
Consistent Uses: None.
Retention and Disposal Standards: The information is retained for 2 years after the date of the last entry and then destroyed.
RDA Number: 98/001
Related PR#: HRSDC CFO 253
TBS Registration: 002373
Bank Number: HRSDC PPU 400

Investigations (CFO)
Description: This bank contains information to track the progress and results of investigations of individual cases of potential abuse and fraud against ISP benefits. This bank is automated and managed by a computer software program named

the Investigation Information System (IIS).
Class of Individuals: Individuals suspected of defrauding the CPP and/or the OAS programs.
Purpose: To record the progress and results of investigations of potential fraud and abuse of the CPP/OAS program.
Consistent Uses: The information is used to track investigations into cases of suspected abuse, fraud, and/or misrepresentation against the CPP and OAS.
Retention and Disposal Standards: Information is retained for the duration of the recovery period and then transferred to Library and Archives Canada.
RDA Number: 95/019
Related PR#: HRSDC OPS 192
TBS Registration: 004258
Bank Number: HRSDC PPU 649

Loss of Money – Debtors 2000 (CFO)
Description: This database contains information concerning recovery of monies from individuals who were investigated by the RCMP for alleged fraud against the OAS and/or CPP. Information is maintained on a monthly basis detailing the amounts repaid and method used to recover overpayments.
Class of Individuals: Individuals who were investigated by the RCMP for suspected fraud against the OAS and/or CPP and clients whose accounts were affected.
Purpose: To record the progress and result of cases investigated by the RCMP.
Consistent Uses: The information is used in tracking repayments and outstanding overpayments for cases of fraud and abuse against the OAS and CPP.
Retention and Disposal Standards: Information is retained for the duration of the recovery period and then transferred to Library and Archives Canada.
RDA Number: 95/019
Related PR#: HRSDC OPS 192
TBS Registration: 004459
Bank Number: HRSDC PPU 031

Personal Service Contracts (CFO)
Description: The bank contains information required for issuing a contract, including the qualifications and work experience of the contractor, letters of reference, details of the contract, and assessments of the contractor's performance.
Note: This service is shared with HRSDC.
Class of Individuals: Individuals who have signed personal service contracts with HRSDC or Service Canada.
Purpose: To document individuals who have signed personal services contracts with HRSDC/ Service Canada. The information may be used to determine terms of payment, contract extensions, or renewals, and to report and track requirements, including other decisions pertaining to the contract.
Consistent Uses: Information may be used for internal audit purposes. It may also be provided to private sector research firms for planning, statistics, research, and evaluations.
Retention and Disposal Standards: Records are retained for 6 fiscal years after termination of the contract and then destroyed.
RDA Number: 99/004
Related PR#: HRSDC PCB 287
TBS Registration: 005819
Bank Number: HRSDC PPU 425

Security (CFO)
Description: The investigations unit of the Departmental Security Office (DSO) investigates employees of Service Canada primarily and employees of Human Resources and Social Development (HRSDC) where there is a suspected incident of individual or group wrongdoing, identity theft, security breaches. During the investigation, personal information such as an employee's name, position, Personal Record Identifier (PRI), home and work mailing address, work and home telephone numbers, cell phone numbers, job title, marital status, and financial records including any other personal information related to the suspected wrongdoing may be collected. Victims of identity theft have personal information that is on departmental databanks and that is on the falsely created identification collected.
Class of Individuals: Full- and part-time employees of the Service Canada, as well as students, consultants, and contractors who have been hired by the Service Canada. Victims of identity theft that is related to Service Canada benefit programs.
Purpose: This information is used during the conduct an investigation to determine if any employee of Service Canada has committed any wrongdoing. This includes the investigation of possible cases of fraud, theft, breach of trust, etc. The investigation could reveal that the suspected wrongdoing is either of an administrative or criminal nature. Once the incident has been determined to be well-founded and, if it is of an administrative nature, it is handled internally through the appropriate policy area (e.g., the Policy on the Prevention and Resolution of Harassment

in the Workplace, the Policy on the Internal Disclosure of Information Concerning Wrongdoing in the Workplace, and the Values and Ethics Code for the Public Service of Canada). If the wrongdoing is considered a possible offence under the Criminal Code of Canada, Service Canada transfers the file to the appropriate police authority (e.g., RCMP, local and/or provincial police, and possibly external police agencies that fall outside Canadian jurisdiction) In the cases of identity theft, this information is used to determine evidence against individuals responsible for creating false identities and assist the victims in re-secure their identity.
Consistent Uses: If the suspected wrongdoing is considered an offence under the Criminal Code of Canada, the Service Canada transfers the file to the appropriate police authority (e.g., Royal Canadian Mounted Police, local and/or provincial police, and possible external police agencies that fall outside Canadian jurisdiction). In order to conduct a thorough investigation, information may be disclosed to third parties such as other government institutions, former employers, financial institutions, etc. The information may also be aggregated and used for audit and statistical purposes. For purposes of the investigation, information may be shared between Service Canada and HRSDC.
Retention and Disposal Standards: For investigations of an administrative nature, the retention periods of the appropriate policy area should be applied.
RDA Number: 98/005
Related PR#: HRSDC CFO 253
TBS Registration: 006230
Bank Number: HRSDC PPU 065

People and Culture Branch (PCB)

Human Resources Services

Application for employment
Description: Information in the bank includes resumés and related correspondence of persons interested in working for Service Canada and requests for transfers from employees of other departments within the federal government.
Note: This service is shared with HRSDC.
Class of Individuals: All applicants for employment with Service Canada and HRSDC are identified in the bank.
Purpose: The purpose of the bank is to maintain a record of applications for employment with Service Canada and HRSDC.
Consistent Uses: The information may be provided to private sector research firms for the purposes of planning, statistics, research, and evaluation.
Retention and Disposal Standards: Solicited and unsolicited applications that have been considered in a staffing process are retained for 2 years and then destroyed. Unsolicited applications that have not been considered in a staffing process are retained for 6 months and then destroyed.
RDA Number: 98/005
Related PR#: HRSDC PCB 287 and HRSDC PCB 289
TBS Registration: 005818
Bank Number: HRSDC PPU 420

Standard Personal Information Banks

Please see the INTRODUCTION to this publication for the definition of Standard Banks and a description of their contents.

Access to Information and Privacy Requests

Automated Document, Records, Information Management Systems

Business Continuity Planning (BCP)

Electronic Network Monitoring Logs

Executive Correspondence Management Systems

Hospitality

Internal Disclosure of Wrong doing in the Workplace

Personnel Security Screening

Relocation

Security Video Surveillance & Temporary Visitor Access Control Logs & Building Passes

Travel

Manuals

Human Resources and Social Development Canada (HRSDC)

- Accountability Handbook (HRIB)
- Accountability Technical Guide
- Administrative Penalties Procedures Manual
- Assets Management Policy Manual
- Benefit Policy Circulars
- Business Continuity Plan

- Business Resumption Plan
- Canada Assistance Plan (CAP) Policy Manual
- Canada Pension Plan Appeals Manual
- Canada Pension Plan Benefit Administration Manual
- Canada Pension Plan Benefit Procedures Manual (Systems)
- Canada Pension Plan Claims and Benefits Procedures Manual
- Canada Pension Plan Record of Earnings Procedures Manual
- Canada Pension Plan Records of Earning and Contributions
- Canada Pension Plan Teleprocessing User Operating Procedures Manual (Systems)
- Canada Pension Plan Trusteeship Manual
- Canada Student Loans Program: Guide for Lenders
- Child Tax Benefit and Children's Special Allowances
- Client Service Centre Manual
- Coding Manual of Collective Agreements
- Community Coordinator Guidelines
- Compliance Review Manual
- Contribution Operations Guidelines
- Data Interface Operations and Connectivity Document
- Delegation of Authority
- Delegation of Personnel Signing Authority
- Digest of Benefit Entitlement Principles
- Directory of Offices
- Directory of Services and Courses
- Emergency Operations Centre/Standard Operational Manual
- Emergency Planning Guidelines
- Equal Pay Field Guide
- HRSDC Office Design Guide
- HRSDC Readiness Plan
- Facilities Management Policy and Procedures Manual
- Family Allowances Policy Manual
- Family Allowances Operations Manual
- Family Allowances Procedures Manual (Systems)
- Federal Contractors Program Operations Manual
- Finance and Administration Correspondence
- Financial Administration Manual (automated)
- Financial Coding Manual
- Financial Management Manual (DRM)
- Foreign Worker Operational Guidelines (LMD) and Bulletins
- Grants and Contributions Operations Guide
- Guidelines for Drafting and Processing Agreements
- Guidelines for the Preparation and Processing of Submission to the Canada Employment and Immigration Commission
- Guidelines for the Preparation of Ministerial Correspondence
- Guidelines on Assistance under CAP
- Guidelines on Cost Sharing under CAP as Modified by Extended Health Care Services under EPF
- Guidelines Relating to Cost-Sharing under the Vocational Rehabilitation of Disabled Persons Act
- Guidelines on Use of Employment Benefits and Support Measures (EBSMs)
- Human Resources Development Canada Job Order Service Policy
- Human Resource Management Cluster Content Manual
- Hyperlinking and Crawling Policy
- Index of Umpire Decisions
- Industry Testing Strategy
- Industry Testing Operations Manual
- Infocentre Training Manuals Collection

- Information Classification Departmental Guide
- Informatics Policy
- Initial Technical Architecture
- Insurance Services Policy Manual
- Interface Transaction Standards
- Internal Audit Manual
- International Academic Mobility Initiative Guidelines
- International Operations Client Service Centre Manual
- International Operations Procedures Manual
- Investigation and Control Manual
- Investigation and Control Manual Job Bank for Employers, Internal Users Training Guide (LMD)
- International Operations Procedures Manual (Systems)
- Job Bank for Employers, Internal Users Training Guide
- Labour Affairs Officers Training Manual
- Learning Initiatives Program Guidelines
- Mail Services Policy and Procedures Manual
- Mail Transport and Courier
- Manual Pay System
- Methods to Measure
- Methods to Measure/Accountability Handbook (LMD)
- Ministerial Correspondence Manual
- Moveable Assets Inventory System – Operations Manual
- National Homelessness Initiative – Applicant's Guide
- National Homelessness Initiative – Guidelines for Monitoring Third Party Agreements
- National Homelessness Initiative – Handbook on Capital Project Development
- National Homelessness Initiative – National Conflict of Interest Guidelines
- National Homelessness Initiative – Operational Guidelines
- National Homelessness Initiative – Program Management Framework
- National Homelessness Initiative – Results Reporting Instruction Manual
- National Homelessness Initiative – Sponsor Guide for Community Entities
- National Homelessness Initiative – Sponsor Guide for Community Service Providers
- National Homelessness Initiative – Worksheet on Capital Project Development
- Non-National Employment Services System Offices Manual
- Notes on Homes for Special Care under CAP
- Occupational Demand and Area Report
- Office Consolidation – Employment Insurance Act and Other Related Legislation
- Old Age Security Policy Manual
- Old Age Security Policy and Procedures Manual
- Old Age Security Procedures Manuals (Systems)
- Old Age Security, Canada Pension Plan, Child Tax Benefit and Children's Special Allowances Bulletins
- On-line Manuals
- Operational Overview and Procedures Manual
- Operations Program Directives
- Opportunities Fund for Persons with Disabilities Guidelines
- Orientation Presentation for New Promoters
- Pay Requisition Procedures Manual
- Payment Administration
- Performance Measures Reference Manual
- Personnel Bulletins
- Policy and Procedures Manual
- Policy, Liaison and Development Manual
- Premium Reduction Manual
- Prior Learning Assessment Recognition Initiative Guidelines
- Privacy, Access to Information and Human Rights Manual

- Privacy Policy
- Procedures for New Promoters and Trustees (draft)
- Proof of Age Manual
- Reception and Enquiries Handbook
- Recorded Information Management Policy and Procedures Manual
- Records Classification Manual
- Reference Standards on OHS, Engineering and Hygiene
- Regional Computer Centre (RCC) Manual
- Release Commissioning Plan (draft)
- Renewal Guaranteed Income Supplement and Spouse's Allowance Operational Guidelines
- Report on the Administration of the Labour Adjustment Benefits Act (Quarterly Report)
- Security Policy and Procedures Manual
- Signage Improvement
- Social Insurance Number (SIN) Handbook
- Status of Day Care in Canada
- Subject File Classification
- Severe Acute Respiratory Syndrome Grant Initiative Guidelines
- Statistics for Claims Filed under the Labour Adjustment Benefits Act
- Technical and Design Guide (for boardroom 326)
- Telecommunications Management Policy and Procedures Manual
- Temporary Fisheries Income Program Guidelines
- Umpire's Decisions (Canadian Umpire Benefits – CUB)
- User Acceptance Testing Procedures Manual
- Widowed Spouse Allowance Operations
- Word Sharing While Learning Guidelines
- Worksharing Guidelines

Service Canada

- Benefit Policy Circulars
- Business Continuity Plan
- Canada Student Loans Program: Guide for Lenders
- Child Tax Benefit and Children's Special Allowances
- Client Service Centre Manual
- Coding Manual of Collective Agreements
- Community Coordinator Guidelines
- Compliance Review Manual
- Contribution Operations Guidelines
- Data Interface Operations and Connectivity Document
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- Delegation of Personnel Signing Authority
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- Industry Testing Operations Manual
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- Insurance Services Policy Manual
- Interface Transaction Standards
- Internal Audit Manual
- International Academic Mobility Initiative Guidelines
- International Operations Client Service Centre Manual
- International Operations Procedures Manual
- Integrity Operations' Investigation and Control Manual
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- Labour Affairs Officers Training Manual
- Learning Initiatives Program Guidelines
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- Telecommunications Management Policy and Procedures Manual
- Temporary Fisheries Income Program Guidelines
- Umpire's Decisions (Canadian Umpire Benefits – CUB)
- User Acceptance Testing Procedures Manual
- Word Sharing While Learning Guidelines
- Work -Sharing Guidelines
- Youth Employment Strategy Program Operational Directives
- Skills Link Operational Directives
- Career Focus Operational Directives
- Summer Career Placements Initiative Operational Directives
- Partners in Promoting Summer Employment Operational Directives
- Summer Employment Officer Guide

Additional Information

Please see the INTRODUCTION to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

The information contained in the following listings is intended to help Canadians exercise their rights under the Privacy Act, the Access to Information Act and the Canadian Human Rights Act. It is a public document not an internal administrative document. Most personal information collected by HRSDC is kept locally whereas departmental information originating from HRSDC is kept at National Headquarters. Requests for personal information should be directed to the office where you believe the file is held or to the or to the Access to Information and Privacy Division (HRSC) or to the Privacy and Security Directorate (Service Canada). Requests for access to information should be directed to National Headquarters.

Useful Addresses

The following are some useful addresses. For local office addresses, please refer to the blue pages of your telephone directory.

Human Resources and Social Development Canada (HRSDC)
National Headquarters
Access to Information and Privacy Coordinator
Place du Portage, Phase IV
140 Promenade du Portage, Level 1
Gatineau, Quebec K1A 0J9

Telephone: 819-994-0416

Service Canada
National Headquarters
Access to Information, Privacy Policy and Human Rights Division
85 de la Savanne, 3rd floor, Bag #42 Gatineau,
Quebec K1A 0J9

Regional Offices

Newfoundland and Labrador Regional Office
689 Topsail Road
P.O. Box 12051, Station A
St. John's, Newfoundland and Labrador
A1B 3Z4

Quebec Regional Office
Guy Favreau Complexe, West Tower
200 René-Lévesque Blvd. West
Montréal, Quebec H2Z 1X4

Prince Edward Island Regional Office
85 Fitzroy Street
P.O. Box 8000
Charlottetown, Prince Edward Island
C1A 8K1

Ontario Regional Office
4900 Yonge Street, 2nd Floor
North York, Ontario M2N 6A8

Nova Scotia Regional Office
Metropolitan Place
99 Wyse Road
P.O. Box 1350
Dartmouth, Nova Scotia B2Y 4B9

Manitoba Regional Office
Canada Post Office Building
266 Graham Avenue, Room 750
Winnipeg, Manitoba B3C OK3

New Brunswick Regional Office
495 Prospect Street
P.O. Box 2600
Fredericton, New Brunswick E3B 5V6

Saskatchewan Regional Office
2045 Broad Street
Regina, Saskatchewan S4P 2N6

Alberta-Northwest Territories-Nunavut Regional Office
Canada Place
9700 Jasper Avenue, Suite 1440
Edmonton, Alberta T5J 4C1

British Columbia and Yukon Territory Regional Office
Library Square
300 West Georgia Street
Vancouver, British Columbia V6B 6G3

Reading Room

Human Resources and Social Development Canada (HRSDC)
HRSDC's main library have been designated as public reading room. It is located at the following address:

National Headquarters
Place du Portage, Phase IV
140 Promenade du Portage, Level 1
Gatineau, Quebec K1A 0J9

Service Canada
Service Canada's reading room is located at the following address:

National Headquarters
85 de la Savanne, 3rd floor
Gatineau, Quebec K1A 0J9

Regional offices also have reading rooms. Please refer to the addresses above for their locations.

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